



## Credit Balance Policy

We at Crown Gas & Power are committed to providing our customers with a fair and professional service. Our relationships with customers are based upon principles of openness, honesty and respect. It is our objective to keep our customers informed of their account status and return any credits owed within a reasonable timeframe.

### We will do this in the following ways:

- Providing monthly statement of accounts
- Making account statements available on request with no charge
- Training staff to ensure that customers are accurately informed of their account status
- Providing a final statement of account to those customers who are leaving us
- Take reasonable steps to reunite credit balances with our customers
- Returning credit balance funds within 10 working days of customer requests.
- Providing numerous ways of contacting us including dedicated telephone numbers and email addresses

This policy will be reviewed periodically to ensure it reflects our commitments and standards. Your feedback is important to us and helps us improve our products and services:

**Email:** [hello@crowngas.co.uk](mailto:hello@crowngas.co.uk)

**Telephone:** 0161 762 7744