

- 4.3 The Commission is aware that there are some factors that may impact the customers' Customer Rating that are beyond their control. These factors include delay in the application of payments, the timing of the execution of the Delinquency Process, the timely application of manual adjustments as well as the recalculation of estimates applied to accounts.
- 4.4 Where a customer's Customer Rating is negatively impacted, the responsible Vice President or his designate shall ensure that the relevant corrective actions are taken so that the correct Customer Rating is assigned to the customer.

5.0 Appeal Process

- 5.1 A customer may dispute the accuracy of his/her assigned Customer Rating. The dispute must be outlined in writing and submitted to the Vice President or his designate. On receipt of the complaint, the Vice President/ designate shall ensure that the matter is investigated and the accuracy of the rating determined. The customer must be provided with the findings of the investigations, clearly stating evidence of the computation of the Penalty Points, where practicable.

6.0 Disclosure of Customer Rating

- 6.1 Where it is necessary to disclose a customer's Customer Rating to an external/ third party, the Commission shall first gain the customer's consent prior to doing so. The request for the customer's information must be made in writing; likewise the customer's consent must be given to the Commission in writing.
- 6.2 A customer may request that the Commission provides him/her with a written status of his/ her Customer Rating. The request shall be made in writing and may attract a Service Charge. All communication or disclosure regarding a customer's Customer Rating must be approved by the Vice President or his designate.

