

New OFTEC Home OilCare Equipment
Breakdown & Emergency Call-out Scheme



Registration
Services

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Dear Registered Business

Following lengthy negotiations, we are pleased to advise that OFTEC have teamed up with HPL, an established provider of trade association supported consumer warranties, to offer your customers the same level of comfort as gas users!

This is great news for the oil-firing industry and should raise the public profile of our OFTEC Registered Technicians Business even further!

This scheme will enable your customers to benefit from equipment breakdown protection as well as 24-hour emergency call-out in the event of a serious problem with their installation.

Please refer to the "key facts" overleaf and the attached leaflet for more details of this new scheme, remember:

This is the only scheme endorsed by OFTEC for the benefit of OFTEC Registered Technicians Businesses and their customers!

The many benefits, to you, of this scheme include:

- A minimum £100 call-out fee for you!
- Protect your customer base, increase customer loyalty and generate more income for your business!
- Customers can only join the scheme once they have had a full equipment service – more business potential for you!

Other industry schemes from HPL normally cost £150 or more to enrol, OFTEC have negotiated an enrolment fee of just £50 and this is further reduced to £25 if you enrol within the next 30-days.

Don't delay – enrol now to save money!

Simply return the short application form to HPL as soon as possible. If you have any questions, please email oilcare@hpl.uk.com or phone the HPL Home OilCare team on 01268 779782 and they will be pleased to assist.

OFTEC and HPL look forward to your support in this area and hope to use this scheme as a way of increasing brand value to Oil-Firing customers.

Yours sincerely

Richard Gales

Chief Executive, OFTEC



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Company Registration Number: 2739706
Registered Office:
12 Lonsdale Gardens Tunbridge Wells Kent

50%
DISCOUNT
FOR EARLY
APPLICATIONS

OFTEC Home OilCare – Offer Scheme

Key Facts about the scheme operation and cover offered to your Customers

About the scheme

This scheme is an OFFER scheme, following your scheme enrolment, you should advise brief customer details to HPL who will then write to your customer offering them the cover. The customer will meet the cost of cover selected. It is a scheme condition that all equipment is newly installed or serviced prior to your customer being eligible to join.

How do I join the scheme?

- Complete the short application form attached to this letter
- Return to HPL with your scheme enrolment fee cheque in the FREEPOST envelope attached

How much does it cost me?

- The normal scheme enrolment fee is £50. This is reduced to £25 in respect of applications received within 30-days of the date of this letter. This is payable, by cheque, to accompany application form.
- Each customer offer is charged to you at a rate of £2.50. This is payable by direct debit monthly in arrears. It may be possible to pre-pay for offers at a discounted rate; details will be included in your membership pack. Most Technicians will absorb this small cost into their customer charging tariff.

What do I have to do once I have joined?

- Advise HPL of customer details following a new installation or service to customer equipment
- The advices to be made online, by email spreadsheet or fax.

What happens in the event of a customer claim?

- In the first instance, your customer will call the HPL arranged 24-hour call-centre
- The call-centre will contact YOU (or your nominated substitute) by telephone and/or text to arrange an emergency visit to your customer
- You will collect the policy excess (£50) from the customer and receive account settlement of the balance directly from Insurers for all works covered under the scheme.

What cover is offered to my customers?

BRONZE covers Cooker/Stove/Boiler & Controls inc. Parts/Labour & Call-out

SILVER covers all Bronze plus Radiators & Pipework

GOLD covers all Silver plus associated plumbing, external works, loss of oil tank contents, oil contamination at point of supply, full remediation and emergency overnight accommodation

In addition, your customer will also be offered the following:

BUILDING REGULATIONS COVER which is a single-premium, 6-year policy covering all notifiable works as defined in applicable areas of Building Regulations. This protects the customer against defective workmanship, impossible or impractical works rectification by the original installing/serving Technician and breach of all policy-specified Building Regulations in force at the time of contract works. Full policy details will be supplied in your membership pack.

What do HPL do?

- Accept you on to the scheme
- Issue you with a scheme membership pack
- React to your notifications by making a written offer of cover to your customer within 7-days
- Process all premium and documentation in respect of covers accepted with no additional cost to yourself
- Maintain database records of all notifications and covers offered
- Provide full call-centre and claims administration/reporting
- Ensure your compliance with all Building Regulation requirements (in respect of the offer of a warranty/guarantee) applicable to your business including Part P Electrical etc.

Please complete the enclosed application form and send to HPL within 30-days!



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HPL Corporate Risk Solutions is a trading name of HPL
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