



While we rely on our channel partners to promote our services, all XOOM Energy customers enroll themselves through our website, which ensures customers are presented with all the information associated with our products, including any promotional offers, disclosures, disclaimers, FAQ(s), and terms and conditions, rather than relying on our sales agent for this information.

XOOM has an abundance of information on its website about variable and fixed priced products that a customer can review, without providing any personal information, including a video that highlights the value and benefits of each plan type. Once a customer chooses a product, they initiate a simple four-step enrollment process that presents information in simple-to-understand language, while requiring the enrollee to affirm they have read and understand the terms and conditions, as well as other key attributes of the service plan. All this information along with plan details, including any promotional information, is included in the customer's confirmation email that they receive within minutes of their enrollment being submitted (we have attached a sample confirmation email). All customers are afforded a minimum of a three-day consumer remorse period, whereby they can cancel their enrollment with no penalty or obligation. The XOOM Energy sales and enrollment process is designed to ensure our customers are empowered to make an informed decision that fits best with their specific needs.

XOOM Energy takes the sales and marketing of our services seriously. We have a number of channel partners that promote our services to perspective customers. In addition to the training we require our sales agents to complete, XOOM Energy has a fully-resourced Compliance Department that investigates and addresses any actions we detect or is otherwise brought to our attention that would be inconsistent with XOOM's policies and procedures. If and when any violation to these policies and procedures may be determined, XOOM Energy will review the affected accounts and contact the customers to ensure their complete satisfaction. Where appropriate, we will refund XOOM charges and/or return the customer to the utility or other supplier of their choice.