<< Organisation letterhead>>

<< Date >>

Dear GOGLA,

<< Organisation name >> recognises that consumer protection in the off-grid solar sector is important to safeguard impact for customers, strengthen brands and accelerate growth in the sector.

As the industry expands and innovates with new products, services and business models the industry has a profound interest to ensure sustained and healthy market growth. It is imperative that we recognise and proactively manage the potential risks to consumers to retain the full confidence of all stakeholders.

<< Organisation name >> is pleased to make an Endorsement of the GOGLA Consumer Protection Code, i.e. to the principles of Transparency, Fair and respectful treatment, Responsible pricing and sales, Good customer service, Good product quality, and Personal data privacy. Endorsement signifies that the organization aligns internal practices with the Consumer Protection Code and / or supports off-grid solar providers to fulfil the minimum standards of practice in their treatment of customers.

We recognise that making an endorsement is an important milestone in promoting consumer protection, though only part of the process. The Self-Assessment Tool is intended for companies to measure and monitor their performance and facilitate a dialogue with investors and other stakeholders to support and promote good practice. In future, we may consider the option of a third-party assessment and/or a rating/certification if determined to be valuable by the GOGLA Consumer Protection Working Group.

Yours sincerely,

<< Signature >>

<<Director of Organisation>>

**Optional feedback / additional comments**

GOGLA uses feedback from organisations to ensure that the Consumer Protection Code and its application is fit for purpose and best serves the companies and their consumers. We would be grateful for any additional remarks below regarding the CPC and your decision to make an endorsement.

[Optional – additional comments]