

VALUE BASED BRANDS
REFUND POLICY AND PROCEDURE

Refund Policy and Procedure

PURPOSE

The purpose of this policy is to establish uniform guidelines for the issuance and treatment of 4Change Energy (“4CE”) and Express Energy (“EE”) collectively referred to as Value Based Brands (“VBB”) residential customer refund requests. At VBB the most common reasons for refund requests include:

1. Customer over payment
2. Duplicate payments
3. VBB billing corrections, and
4. Transfer of credit balances from one account to another account

POLICY

For Active Accounts

Any over payment made by a customer will **(1)** process as a credit balance on the customer’s invoice, and **(2)** reflect \$0.00 amount due in their MyAccount. Unless the customer specifically requests a refund in writing the credit balance will apply to all future bills.

Refunds for over payments will be considered on a case-by-case basis and will only be processed upon the request of the account holder.

- i. Refunds for payments made by check, via mail, or through a bank may be issued upon the request of the account holder when payments made result in a credit balance.
- ii. Online credit card transactions including credit card payments made using the Interactive Voice Response (IVR) may be issued to the credit card account, if requested, within one (1) business days of a payment being posted to the account.
 - a. A refund must be issued to the same credit card account as was used in the transaction that resulted in the over payment. If subsequent to the payment transaction the credit card has expired VBB may issue the refund by check to the account holder at the address listed on file.
- iii. Refunds will only be processed within fifteen (15) days of payment being posted to the account. If an invoice has already been generated for the following month and/or the refund amount is less than or equal to the total amount due no refund will be processed.
- iv. Refunds for payments made by ACH will be issued upon the request of the account holder when payments made result in a credit balance. Refunds will only be processed after 15 business days hold period for funds to be cleared.

VALUE BASED BRANDS
REFUND POLICY AND PROCEDURE

For Inactive/Closed Accounts

Refunds (including deposits) for closed accounts will be refunded after deducting any outstanding balance owed to any VBB account. All final refunds are made via a check and will be mailed to the new or updated mailing address provided by the former VBB account holder.

Transfer of Credit Balance

A credit balance may be transferred from one VBB account to another VBB account, provided both accounts share the same account holder name. Credit Balances will not be refunded to the account owner if same account owner has debit balance owed to VBB on any other accounts.

PROCEDURE

To Request a Refund - 4Change Energy

Applicants and customers can our service center at service@4changeenergy.com. Please be sure to include 'Refund Request' in the subject line and include the following:

- Name
- Account number
- Phone number
- Service address, and
- Description of issue or reason for refund request

For additional information please call our service center at 1-866-346-1812 Mon - Fri, 9 am - 6 pm Central Time.

To Request a Refund – Express Energy

Applicants and customers can our service center at service@MyExpressEnergy.com. Please be sure to include 'Refund Request' in the subject line and include the following:

- Name
- Account number
- Phone number
- Service address, and
- Description of issue or reason for refund request

For additional information please call our service center at (844) 361-2080 Mon - Fri, 9 am - 6 pm Central Time.