<< Organisation letterhead>>

<< Date >>

**RE. [Organisation/Company Name] Endorses the GOGLA Consumer Protection Code**

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. We aim to ensure accountability across our partners to uphold good practices and are aware that we can ask GOGLA for support in doing so.

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]