

TRUSTMARK SCHEME MEMBERSHIP

NICEIC are able to provide TrustMark registration for the scope of certification you hold with us. Please find enclosed a TrustMark information pack for your review.

TrustMark is a not for profit organisation, licensed by Government and designed to deliver consumer protection. NICEIC is an approved TrustMark Scheme Provider, authorised to provide businesses with TrustMark approval mapped to the scope of certification your business holds with us to businesses able to demonstrate the additional scheme requirements. This enables TrustMark and its scheme providers to promote reputable tradesmen to consumers, improve sector standards and tackle related issues such as improved enforcement. TrustMark registration has been mandated as a requirement for any installations seeking government funding through the Energy Company Obligation and is predicted to be a requirement for future government energy efficiency initiatives. For more information on TrustMark please visit www.trustmark.org.uk

The TrustMark scheme requirements are set out in their Framework Operating Requirements document, the Customer Charter and Code of Conduct. A link to these documents can be found in the TrustMark Scheme Requirements Schedule enclosed, along with some other useful references. To apply for TrustMark status you must be registered with us for the trades applied for and agree to comply with all TrustMark scheme requirements. A lot have already been demonstrated as part of your registration with us, however there are a number that are not already assessed. By completing the boxes on the right hand side and signing the self-declaration at the end of the Scheme Requirements Schedule your business is confirming that you have read, understood and agree to comply with the TrustMark Framework Operating Requirements.

The TrustMark technical assessment requirements are met by you holding a current NICEIC registration certificate for the trades covered by our licence. NICEIC are unable to accept applications with TrustMark in the trading title or for certifications/registrations held with schemes other than NICEIC.

There is also a TrustMark Registered Firm Licence Agreement for you to complete, sign and return which authorises the use of the TrustMark trademarks.

What to do next

To complete your TrustMark application, please carefully read the enclosed documents and return the fully completed Licence and Scheme Requirements Schedule to us by email to trustmark@certsure.com along with:

- a copy of your Employers Liability Insurance Certificate - min £5M **or** written confirmation of your Sole Trader status
- trading history evidence (for the last six months) at your stated trading address; for example companies house documents, bank statements, utility bills
- the annual TrustMark registration fee

Once your application and supporting documents have been received and reviewed we will contact you to take payment. Your company details will then be displayed on the TrustMark's website.

Your NICEIC website listing will also be updated with your organisations TrustMark status.

TrustMark membership will continue on a rolling basis unless you inform us that you no longer wish to be a member or if you can no longer meet the full scheme requirements.

TrustMark can at its own discretion remove your company membership following any complaint investigation.

If you need any further information or have any questions, please call us on **0333 015 6625** or email us at trustmark@certsure.com.

Yours sincerely

Certsure LLP