

## **Before Referring Customers to XOOM Energy**

Before IBOs can refer customers to XOOM Energy, they must complete the XOOM Energy training available in the Product Training section on ACN Compass and complete the XOOM Energy Accreditation Process. You only need successfully complete the XOOM Energy Accreditation Process one time for all the US XOOM Energy markets.

### **Illinois**

IBOs who plan to refer customers in Illinois will need to complete a refresher training every six months in order to continue to refer customers in Illinois. For example, if you complete the initial training on December 15th, 2020, you will need to complete the training again by June 15th, 2021.

You will receive a reminder to retake the training via email 10 days prior to the training renewal deadline, every six months.

NOTE: IBOs that wish to refer energy customers in New York state, Ohio, Delaware, and Rhode Island are required to have a XOOM Energy Badge.

**To print your NY, OH, DE or RI badge, or to complete the XOOM Energy Accreditation Process, please visit the XOOM Energy training portal located at: [ACN - XOOM Energy](#).**

### **Badging Deactivation Process**

All XOOM Energy badge photos must follow the rules below. XOOM Energy will periodically review photos and flag those not compliant with the rules, which could result in the IBO's badge being disqualified.

#### **Badge Picture Rules:**

- Photo should be a forward-facing, shoulder shot of the IBO
- No sunglasses or hats should be worn in the photo
- There should be no obstructions in front of the IBO's face
- Photo should be of just the IBO – no additional people in the photo

#### **Badge Review Process:**

- XOOM Energy Compliance will review and flag any photo not compliant with the rules
- An IBO will receive an email from XOOM Energy and will have 5 days to update their photo
- Customers can still enroll while their badge is flagged
- If the IBO updates their badge with a new photo, the flag is automatically removed
- If no steps are taken after the fifth day, the badge will automatically be disqualified, and an email will be sent to the IBO
- Once a badge is disqualified, an IBO cannot refer energy customers until a new, compliant photo is added