

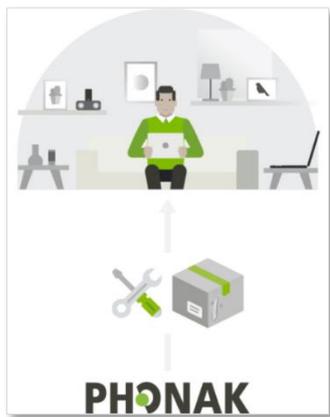
# Phonak

## Quick Guide

### Step by step guide for direct-to-consumer repairs

#### Step 1: Identify if a repair is needed

If your client calls and reports that their hearing aids are not working, perform simple troubleshooting over the phone to ensure that a factory repair is needed. If a repair is still needed, verify the shipping address and phone number of the client, and inform them how to proceed with the repair.



#### Sample script for client instructions:

"UPS will arrive with a shipping box and label. With your hearing aid(s) inside of your hard case, ensure that the shipping box is secure, apply the label and give the box right back to UPS. The hearing aid(s) will go straight to Phonak for repair and come directly back to you. I will be tracking the shipment and will follow up with you when I see that the hearing aids have arrived back home. The whole process will take approximately 7 days, but I expect that UPS will arrive by tomorrow, or the day after."

Collect consent from the client that you are disclosing their name and address to UPS and Phonak. Ensure that all data privacy requirements are fulfilled as you are responsible for this. After documenting the client's consent, proceed to Step 2.

#### Step 2: Call or email Phonak Customer Service to initiate the repair

Your Phonak Customer Service representative will document the client's name, address, serial number(s) and consent. They will create the order with UPS, provide a tracking number and will let you know when to expect the UPS driver to arrive at the client's home. If their estimation is different than what you provided to the client initially, call the client and provide the new day and time. You can also request an email confirmation from UPS.

#### Step 3: Track the package and follow up with your client upon receipt

Track the package on the UPS website and monitor the shipping progress from the client's home to Phonak. Once the repaired hearing aid(s) are ready to be sent back to the client's home, a new shipment and tracking number will be produced for the trip from Phonak back to the client's home. Monitor the arrival of the shipment and call the client to check in to ensure that the device is now working properly and answer any questions they may have. In special cases where Phonak was not able to restore the client's fitting data, the hearing aid(s) will ship to your clinic and not the client's home so that you are able to reprogram the hearing aid(s) and return them to the client.