

Dental Finance

Welcome



Welcome to the September 2015 issue of our Newsletter - we hope that you've had a great Summer and are refreshed, relaxed and ready for the coming months.

We've had a very busy Summer ensuring that we continue to provide you with 'best in class' value for money services that enable your business to be as successful as it can be.

In this Issue we have a very important announcement about our forthcoming change of telephone number, great tips for managing your ongoing relationship with the Financial Conduct Authority, and a reminder of just how flexible application processing is with Dental Finance.

Goodbye '08'... Hello '03'! Our Telephone/Fax Number is Changing

On 11th October 2015 our telephone/fax number will be changing to **03452 591091**.

Why are we changing numbers?

We set up our 08452 telephone number to provide all our callers with a local call rate number to cap the cost of calls to 4 pence per minute for anyone calling us from within the UK.

However, in July 2015 OFCOM introduced changes to the pricing structure of '08' prefixed numbers to make call costs simpler and easier to understand, but as a consequence the cost of calls to our '08' local call rate number has increased significantly. Therefore, we have taken the decision to migrate to a '03' number **03452 591091**.



How will Callers benefit from the change?

'03' prefixed numbers are treated the same as '01' and '02' prefixed numbers and callers only pay the call cost as set by their phone service provider. Many service providers include these numbers within their inclusive call plans so that any caller with a suitable call plan will be calling **03452 591091** for free.

What will happen if someone tries to call 08452 591091 after 11th October 2015?

Callers will hear a recorded message advising them to redial using **03452 591091**. This service will remain in place for a maximum of three months. We will confirm the discontinuation date nearer the time.

What will happen if someone tries to send a fax to 08452 591091 after 11th October 2015?

The fax will continue to be received by us from the 08452 591091 number until it is discontinued.

Just as a reminder please find enclosed stickers for your fax and phone with our new 03452 591091 number on.

What happens to all the documentation with the old number on it?

Over the coming months we will be gradually updating our application forms, leaflets and posters. In the meantime please continue to use up any stocks you may have. We will also be emailing out updated copies of the Payment Options Application forms as soon as we can after the changeover date.

Financial Conduct Authority



To help you manage your ongoing relationship with the Financial Conduct Authority we've come up with 5 simple **DO'S AND DON'TS**

DO NOT IGNORE ANY CORRESPONDENCE FROM THE FCA

If they require you to do something and you fail to do it within the timescale set then they will impose a £250 fine. In particular this applies to ongoing reporting requirements and payment of invoices.

DO REGISTER FOR ON-LINE INVOICING

The FCA now operate a paperless system. They will email you with a request to activate your on-line invoicing account. Please just follow the instructions within the email.

DO SET UP A DIRECT DEBIT

We strongly recommend you set up a direct debit to ensure no payments are missed. Go to the link below to get a copy of their Direct Debit Mandate:

<http://www.fca.org.uk/static/fca/documents/fca-direct-debit-mandate.pdf>

GABRIEL is the FCA's online regulatory reporting system for the collection, validation and storage of regulatory data and many of you have asked us to act on your behalf. In order for us to do this effectively please **DO RESPOND PROMPTLY TO ANY EMAILS WE SEND** as we will be working to tight deadlines and can only submit some returns when you provide the information we have requested.

If you've **not** asked us to act as your Principal User for GABRIEL please **DO NOT IGNORE YOUR ONGOING OBLIGATIONS**. Failure to comply will result in a fine.

Application Processing... What's Best For You?

Many practices still prefer the 'tried and trusted' option of arranging for their patients to complete an application from within the practice and then scanning / faxing it to us for processing where we normally have a response within fifteen minutes. This option still has many advantages e.g. our expertise, leaves practice staff free to deal with patients, acted upon whilst patient's desire to take up treatment is the greatest, control of the transaction remains in the hands of the practice, etc. However other options are available:



- Processing in the practice – practice staff process the application and the patient can then sign a hard copy or use e-signature.
- Processing at home – the patient can process their own application and then sign a hard copy or use e-signature.

If you think one of these options might suit you better then please get in touch to talk it through.

Here to Help

Just to remind you that we are always here to help.

Should you have any questions at any time please contact us: Email dentalfinance@financingfirst.co.uk or call us but remember our new number from **11th OCTOBER 2015** is

03452 591091