

Dentalfinance

Welcome

First and foremost we write to wish you all a

Merry Christmas and a Happy and Prosperous New Year



As has become our tradition, rather than sending cards, we are making charitable donations and this year our chosen charities are Crisis, Age UK, Dementia UK, St Luke's Hospice and Blue Cross.

Plus we will be making an additional donation to 'The Walton Centre Charity'. This charity recently came to our attention via Dr Arif Khan. Please [Click here](#) to read his story at justgiving.com.

If each of our supporting dentists donated just £5 then it would make such a difference so please chip in as 'every little helps'.

A review of 2018 and coming up in 2019

General Data Protection Regulation (GDPR)

The introduction of the General Data Protection Regulation (GDPR) in May 2018 has had a far-reaching impact not only on us but on every practice in the way personal information is held and processed.

Whilst at the outset this seemed daunting it has given us the opportunity to review our systems, policies and processes to improve the services we provide to our supporting Practices and these improvements are noted in the paragraphs below.

The most visible change has been the introduction of the Citrix Sharefile system which enables us to distribute personal information securely and safely.

This not only allows us to send documents securely by email but it also incorporates a facility where practices can securely return documents to us. This is a free service – you just need to click on the [Click here to upload Scanned Application Forms and Signed Agreements](#) link at the foot of each of our emails and follow the instructions.

Please note – in recent days it has come to our attention that Citrix Sharefile are introducing additional security by ensuring that passwords are reset from time to time. If you have any issues logging in then please either hit the 'Forgot password' tab on the login page and follow the resultant instructions or If you would like more information about Citrix Sharefile, call us or click on this link– [Citrix Sharefile Information Request](#).



Application Processing — other options



At Dental Finance, we have always given Practices the option to process finance applications in the way that best suits them and their Patients.

Many Practices still prefer the 'tried and trusted' option of arranging for their patients to complete a paper application within the practice which is then scanned/faxed to us for processing.

However, to reduce the amount of email traffic between ourselves and practices we have also introduced:

- ☆ The ability to submit applications via a secure on-line link thus eliminating the need to email handwritten application forms to us.
- ☆ The ability for the patient to e-sign agreements via the lender's processing system thus eliminating the toing and froing of agreements. This also eradicates any problems / delays attributable to incorrectly signed / poor quality agreements.
- ☆ The two options above can also be combined giving patients the ability to complete an application on-line at home and / or e-sign the agreement at home – with the practice having access to the lender's processing system to monitor progress.

We will be contacting all practices in respect of these options in the New Year but if you want to get going 'sooner rather than later' or would like more information then just call us or click on this link – [Application Processing Information Request](#) to send us an email.

Website Repayment Calculators

Did you know we have Repayment Calculators available for you to use on your website?

We can provide you with a link to the calculator for the finance options you offer and this link can be added to your website or as a shortcut on your PC desktop so that it is always conveniently to hand. Just let us know and we will arrange it. If you would like more information follow this email link [Website Calculator Request](#) or call us.



Ancillary Services – 'Dental Partner'



We are often contacted by Companies offering ancillary services to dental practices.

In this respect 'Dental Partner' have asked that we make you aware of their services and we are happy to do so bearing in mind that one of their number is our previous colleague and ex-director of Dental Finance – Steve Young.

He has decided that full-time retirement is not for him and has joined with others in providing the 'Dental Partner' service which incorporates every aspect of running a busy, demanding dental practice.

Many of the practice owners who have been with us for some time will remember Steve. If you are interested in the services offered then please visit www.dentalpartner.co.uk to see how they might meet your practice needs.

Maintaining Finance Agencies

Over time, changes in regulating the Financial Services Industry has meant that Lenders and Intermediaries such as ourselves are having to spend more time and resources overseeing the activities of those offering finance.

Both we and the lenders are happy to do this where the facilities are being regularly used, as is the case with most practices, but we are having to become far more 'commercial' in considering on-going support where the facility is not used.



Quite apart from anything else it is frustrating for us to hear from practices that patients often leave 'to think about it', only to be told in the next breath 'that there doesn't seem to be much demand for finance'. This is of course contrary to the large number of practices who use finance regularly and see the benefits that finance can bring.

So, we do need the 'non-users' to be aware that our Lenders are now looking to suspend or close finance agencies where finance transactions are minimal.

In such cases and where we are providing assistance with a practice's FCA annual reporting then we will be obliged to re-assign this to the practice.

Of course, we would prefer that you use the finance facilities and reap the benefits of doing so.

If you require further assistance in this respect please let us know and we will be pleased to help.

Christmas and New Year Opening Hours

Here are our Opening Hours over the holiday period

Monday	24 th December Christmas Eve	09.00 to 12.00
Tuesday	25 th December Christmas Day	CLOSED
Wednesday	26 th December Boxing Day	CLOSED
Thursday	27 th December	09.00 to 12.00
Friday	28 th December	09.00 to 12.00
Saturday	29 th December	09.00 to 12.00
Sunday	30 th December	CLOSED
Monday	31 st December	09.00 to 12.00
Tuesday	1 st January New Year's Day	CLOSED
Wednesday	2 nd January	Back to normal!

We look forward to working with you in 2019