

After the patient uses their manufacturers loss & damage coverage, the cost to replace that new hearing instrument is the responsibility of the patient. By choosing to offer Protection Plus, practitioners can extend their patient's loss coverage and provide the patient invaluable peace-of-mind.

Ensuring patient loyalty is vital to the health of any practice. ESCO statistics indicate that 54% of patients will price shop if they lose their hearing aids a second time. ESCO coverage provides practitioners with an affordable solution to offer patients during their Manufacturer Repair Warranty period, after the loss of their initial hearing instrument has occurred.

## PROTECTION PLUS

- One (1) Loss & accidental damage beyond repair
- Term - This is an Annual Warranty Plan (12 months of coverage)
- Benefits may be renewed annually
- Coverage is offered during Manufacturer Repair Warranty period

ESCO has more than 25 years of experience working with practices and their patients through servicing warranties and Loss and Damage coverage. We are the largest independent provider of extended warranties and Loss and Damage coverage, we are the trusted choice of practitioners.

Practitioners choose to work with ESCO because of our unsurpassed customer service, comprehensive coverage, low premiums & payment plans and our efficient claims processing. All authorized replacements and repairs are made through the original manufacturer, enabling practitioners to offer their patients consistent quality of care.

## When it's time for patients to upgrade their instruments.

When the time comes for patients to update their hearing instrument technology, ESCO will prorate the remaining insurance coverage on their existing hearing instruments and reimburse your patient.

## How do I sign up with ESCO?

We have made the process of doing business with ESCO easy! Simply go to our site and fill in the basic information. An ESCO Sales Executive will be in contact with you to complete the application process.

<http://earservpro.com/#signup>

unitron™

 HANSATON

  
Life sounds brilliant.

Hearing  
Systems  
 SIEMENS

REXTON 

 WIDEX

## Contact Information

To learn more about the products available from ESCO, please feel free to contact us.

**1-800-992-3726**

**Shelly Coyle** (Sales Exec) [scoyle@earserv.com](mailto:scoyle@earserv.com)

**Tenisha Hollie** (Sales Exec) [thollie@earserv.com](mailto:thollie@earserv.com)

**Jim Guthier** (President) [jim@earserv.com](mailto:jim@earserv.com)

## **Why would a practitioner offer a loss policy through ESCO?**

By keeping patients insured, you will keep them loyal to your practice. ESCO statistics show that 54% of patients will price shop if they lose their hearing aids a second time.

## **How does a practitioner set up an account with ESCO?**

Contact an ESCO Sales Executive at 1-800-992-3726

## **How does a practitioner's patient apply for coverage?**

The most convenient way is to enroll online through the Manufacturer/ESCO portal. Printed applications can be mailed or faxed to ESCO. Call ESCO Customer Service at 1-800-992-3726.

## **Does this coverage option apply to patients that have devices that are out of manufacturer repair warranty?**

No, this coverage applies to patients that have hearing instruments that are currently covered by the manufacturer repair warranty, but have used their loss and damage coverage.

## **How long can I extend this coverage to my patients?**

This program is designed to be offered to patients once their manufacturers loss coverage has been used while still under the manufacturers repair warranty.

## **Can the practitioner charge fitting fees?**

Absolutely, It is up to the practitioner to decide what fees they will charge the patient. Once a practitioners' office is signed up with ESCO, the practitioners' office information and fitting fees will be included in the Terms and Conditions sent to the patient.

## **Can this policy be renewed?**

Yes, the policy is renewable annually as long as the device is under the manufacturers repair warranty.

## **With this program, how many loss claims may a patient have?**

Since this program was designed to be used only during the manufacturers repair warranty, if the hearing aid is lost under the ESCO policy the manufacturer warranty will become null and void. Note: If the patient would like additional coverage, the practitioner may offer ESCO Protection Plus or Platinum Plan policies separate from this program.

## **Does this policy cover normal wear and tear to my patients' hearing aid?**

No, this policy covers loss and damage only while the hearing instrument is still under the manufacturers repair warranty.

## **How quick is the claim process?**

Once the claim has been submitted to ESCO, we will respond within one business day.

## **How do I submit a claim?**

You may submit a claim online through the Manufacturer/ESCO portal. Claims can also be mailed or faxed to ESCO.

## **What is sent to my patients?**

A copy of the policy and Terms and Conditions. Note: Once the practitioner is signed up with ESCO, their office information and the practitioners fitting fee will be included with the Terms and Conditions sent to the patient.