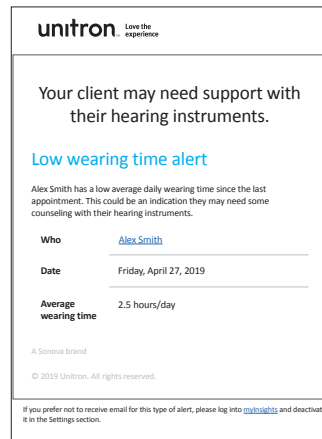


A solution of super smart tools for you

Here is an overview of our Insights tools and the **key benefits** they offer:

Usage collects data while the hearing instrument is on. You'll see the amount of time a patient spends in each program, wearing time and volume adjustments. When your patient opens the Remote Plus app, their latest wearing time data is automatically sent to our cloud-based system. Our system analyzes the usage data and sends you an email alert if your patient has low average wearing time.



Low wearing time alert email

Benefit – This information is invaluable in understanding whether or not new patients are wearing their hearing instruments on a daily basis, which is a major factor in hearing instrument satisfaction and strongly predicts if they will purchase.

Log It All objectively tracks the amount of time a patient spends in each of the 7 different listening environments. Regardless of the hearing instrument's technology level, Log It All tracks all listening environments (even if that environment isn't optimized at the instrument's technology level).

Benefit – This specific data provides a true picture of your patient's listening lifestyle. Using this quantitative data empowers you to have a meaningful conversation about the right technology level and why.



Log It All screen in Unitron TrueFit software

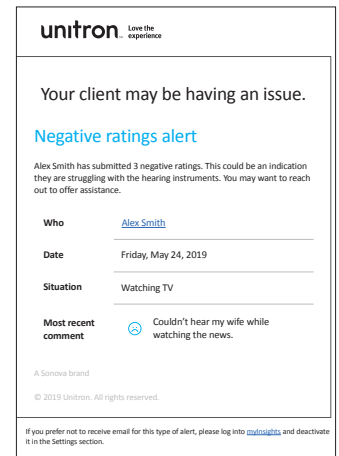
Ratings is a feature integrated into our Remote Plus app. Your patient can send an in-the-moment impression of their listening experience, positive or negative. When a rating is initiated, this feature captures the hearing instrument settings in that moment to give you context with the rating. Our cloud-based system automatically analyzes the rating and hearing instrument data and may generate a suggestion, right in the app, to help resolve the issue for the patient.

Also, if a patient submits 3 consecutive negative ratings, you'll receive a notification, making you aware that they may be struggling.

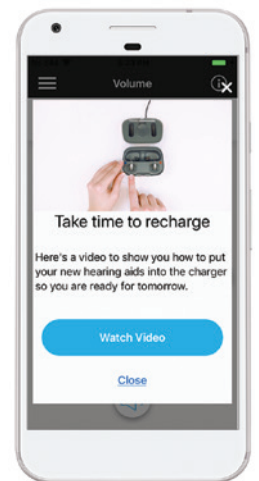
Benefit – This notification allows you to be proactive and counsel your patient during their real-world assessment in the midst of their everyday challenges.

Coach automatically sends personalized and relevant tips directly to your patient's smartphone. These helpful notifications will begin immediately upon activation of Insights in the Remote Plus app. Topics such as charging, changing batteries, cleaning, usage and what to expect from their hearing aids will be covered in easy-to-understand content and videos. Patients will receive more frequent notifications in the beginning and fewer notifications as they gain more experience with their hearing instruments.

Benefit - Coach was designed to increase patients' hearing instrument acceptance and helps them integrate the devices into their lives. By sending personalized tips right when they need them, coach supports your in-clinic counseling and gives your patients more confidence in their hearing instrument management skills.



Negative ratings alert email



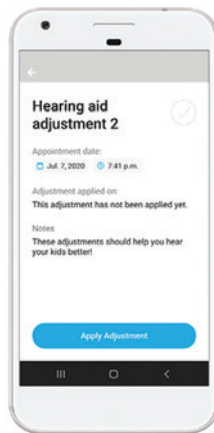
*HCP FLEX program survey, USA 2018

It's like having another "you" that can be sent home in your patient's pocket **given the nature the ability to support your patient more remotely**. It gives your patient key reminders and allows them to enjoy the experience of hearing with their new instruments.

Equalizer is a feature integrated into the Remote Plus app allowing patient personalization of their hearing instruments when they need it the most...in the moment. The 3-band equalizer lets patients adjust the bass, mid and treble independently in their automatic program, streaming programs, and any manual programs. The changes the patient makes are persistent and will remain after the hearing instruments are rebooted. Any changes made by your patient will be visible to you in TrueFit.

Benefit – patients can personalize their hearing instruments via the Remote Plus app to provide additional comfort or clarity in the moment. You can access these equalizer controls in TrueFit and adjust them as needed.

Remote adjust allows you to move beyond the traditional way of supporting your patients and offer enhanced flexibility with the option to perform fine-tuning adjustments remotely. Fine-tuning adjustments are easy to make and sent directly to your patients via the Remote Plus app. Your patient receives a notification on their smartphone via the Remote Plus app and taps to apply the adjustment when it is convenient for them.



Benefit – remote adjust offers you the ability to deliver professional care that's convenient for you and your patients, whether they're at home or on the move. With remote adjust, you can provide a hearing experience that's even easier and more empowering.

Overall satisfaction is a coach notification that asks your patient, "How satisfied are you with the performance of your hearing aid?" The score from 0 to 10 indicates your patient's satisfaction level with their hearing instrument performance. A follow-up question will be asked based on the response.

For a score of 6 or lower, your patient can select a few areas they may be struggling with and you will receive these details in an email notification. This feedback clarifies what's behind their dissatisfaction and enables you to proactively work with them to improve their experience. If the patient doesn't respond to the coach prompt within 24 hours, then an overall satisfaction email will be sent.

unitron. Love the experience	
Your client is willing to recommend your clinic.	
Potential referral candidate	
Alex Smith has a high overall satisfaction and have indicated they would be willing to recommend your clinic to friends and family. You may want to reach out for more information.	
Who	Alex Smith
Date	Monday, May 27, 2019
Overall satisfaction rating	8
Referral rating	9
Comment	
A Sonova brand	
© 2020 Unitron. All rights reserved.	
If you prefer not to receive email for this type of alert, please log into myInsights and deactivate it in the Settings section.	

Potential referral candidate email

Benefit – This survey can help you identify referral opportunities. For example, if they score 7 or higher, your patient is asked if they would recommend your clinic to family or friends (on a scale of 0 to 10). If they answer 9 or 10, an email notifies you about this referral candidate to help generate new patient leads.

Accessing these amazing Insights is easy!

Unitron is a hearing solution company that believes people should feel really good about the entire hearing care experience, start to finish. Our ingenious products, technologies, services, digital customization solutions and programs offer a level of personalization you can't get anywhere else. Get ready to Love the experience.

It's simple to get started. In TrueFit, simply enable Insights in your patient's fitting. Then help the patient download and set up the Remote Plus app on their smartphone. These easy steps unlock all the potential of Insights.

myInsights is our dedicated website that provides a complete snapshot of all your patients with Insights. You and your clinic staff can review all patients to identify anyone who is having a positive experience and those who may be struggling.

You may want to take a few minutes to review this summary at the start of clinic hours. This preparation lets you flag patients coming in that day who need assistance or reach out to new patients who are on their real-world assessment before their next appointment. Because myInsights is a website, you see everyone's data in one place; you don't need to check each patient's file in Unitron TrueFit™ software.

Unitron TrueFit software lets you access each patient's complete data all in one place and it's always current, direct from our cloud-based system. The Insights Overview screen summarizes your patient's data so you can quickly understand their listening lifestyle and in what environments they are having positive or negative experiences.

Benefit - This full picture summary helps you work efficiently with each patient and personalize their hearing instruments.

Ready to use Insights? Here's how.

You have everything you need to get started. Unitron's cloud-based system powers Insights. Secured ongoing data stored for you to conveniently access your patient's data at a safe distance. Your patient can conveniently share about hearing aid performance and functionality at their fingertips. Understanding your patient's needs and preferences will help deliver a truly personalized fit and experience.

Please contact your Unitron Account Representative if you would like more information on Insights and other solutions from Unitron.

800.888.8882
unitron.com/us

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HEAR THE WORLD