



Providing Braces and Diabetic Supplies, Service and Education...The Easy Way

CUSTOMER CONCERN POLICY

Our goal is to provide nothing but the highest quality service to our customers. If you have any concerns about the service you are receiving from our organization we would like to hear from you.

You may contact our customer service department at (800) 400-1014 or via mail at:

ClearChoice
115 Avenue L
Delray Beach, FL 33483

In the event that you mailed your concern you will be contacted by phone within 5 days to let you know that we have received your concern and are investigating it. Within 14 calendar days we will be contacted via the same method you used to submit your concern to inform you of our findings.

If you disagree with how your concern was resolved you can do one of the following:

- 1) Contact us and ask to speak with the Corporate Compliance Officer, Thomas Panik and see if he can address your complaint directly.
- 2) If you are a Medicare Patient, you may contact Medicare by calling their hotline at (800) 447-8477.
- 3) Call our accreditation provider, Accreditation Commission for Healthcare, at (919) 785-1214.

Satisfaction Surveys:

Our goal is 100% customer satisfaction. We routinely perform customer satisfaction surveys with our clients to make sure that we are doing a great job. If you are an existing client of ours and would like to participate in a Satisfaction Survey we would love the feedback. You can do so by call our customer service department at (800) 400-1014 and request to take our survey.