

To all National Training Companies/Professional Bodies

February 09

Hearing Aid Council

Retention/Renewals Registered Hearing Aid Dispensers/Employers of Registered Hearing Aid Dispensers 1st April 09 – 31st March 10

The HAC is currently preparing for the renewals of subscriptions for the year 09/10. Retention letters and forms will be sent out by 27th February. I have attached a copy of the documentation for your information. These will also be posted on the website. If registrants have not received a retention renewal pack by 6th March they should notify the HAC on 020 3102 4030 or via email on hac@thehearingaidcouncil.org.uk.

The administrative team deals with a huge amount of mail throughout this period and is instructed to return incomplete, unsigned, or incorrect documentation. Last year 8% of documentation was returned to companies and individuals causing delays and inconvenience for everyone.

In order to avoid this and to ensure the process is undertaken in an as effective and timely manner as possible I am seeking your help. We would very much appreciate it if registrants did not telephone the office during this period unless it is an urgent enquiry.

Please remind everyone to complete & return documentation as promptly as possible and to follow the guidelines below:

- First Registrations and Renewals should be submitted **separately** with **separate** payments
- Ensure you return all the relevant and up to date documentation with the payment – failure to do so will delay the registration & create an additional administrative burden. Therefore please check the forms & ensure they have been completed correctly and signed.
- Each cheque submitted should be accompanied not only by the documentation, but also by a complete list of names & registration numbers of the RHADs/organisations to which the payment relates. The registration numbers should also be written on the reverse of the cheque.

- Where you make a BACs payment – please provide a clear Reference on the payment – and again please keep First Registrations separate from Renewals. Send a list of the names & registration numbers clearly referencing the BACs payment with the forms.
- Please ensure all documentation is securely attached, including photos, cheques, and forms using a paper clip.
- Please make it clear who is paying the fee for the individual registrant

Thank you for your cooperation and support.
Kind Regards

Christine Suett
Operations Manager