



Supply Chain

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PRIVATE & CONFIDENTIAL
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Wednesday, 29 November, 2023

IMPORTANT INFORMATION - DO NOT DISCARD Home Delivery Service for Continence Products

We are writing to advise you of a delivery of the above supplies. This delivery will be made automatically however you will have to contact our service to activate all future deliveries; the telephone number to call is shown below along with your Patient Identification Number (PIN).

Your delivery will be made on Wednesday 06 December 2023 between 08:00 and 17:00

Important Information to activate a further supply:

- Call Freephone: 0800 030 4466 (a minimum of 3 working days prior to your delivery date, but no more than 20 working days before)
- Enter Option 1 to confirm 'call back'
- When prompted, carefully enter your PIN - **2080134**
- When prompted, carefully enter your Date of Birth - example: DDMMYYYY
- Follow all further instructions
- If you press * any point during your call, you will be diverted to a Customer Service Advisor during office hours

Our customer service team is available Monday to Friday between 08:00 and 17:00 (excluding Bank Holidays).

If you are not available to take delivery of the products on the above date and would like to provide us with some delivery instructions (e.g. deliver to neighbour), please contact us as soon as possible so that we can pass on your request to our delivery partner.

Your next delivery date will be included on your Delivery Invoice.

Yours sincerely
Home Delivery Service