

**Q.** My practice is now temporarily shut until further notice, is my plan still continuing and will my clients' direct debits be collected?

**A.** Yes, it is business as normal in regards to the direct debit collections. We have the infrastructure in place to minimise any impact on the day to day operation of administering your plan and the collections. Your client direct debit collections and the monthly payment to you will also continue as normal.

**Q.** If the practice is closed, what benefit will my clients have from being on the plan if they cannot attend appointments or collect treatments?

**A.** As the practice is only temporarily closed any upcoming appointments can be rescheduled, so your clients will not miss out on any examinations or vaccinations for their pets. During this period where you are closed Pets will still require their Flea and Worming treatments so if you are able to continue to supply them by posting your clients will still be actively receiving plan benefits.

**Q.** Can clients suspend their monthly payments?

**A.** Yes if they need to suspend their payment they can. This would pause any collection by us until instructed to start again. By suspending payment all benefits the client would receive will be paused. The benefits your clients receive under the plan are over a 12 month period and spreading the cost for these benefits in to 12 monthly payments. If a client suspends their plan and misses a few payments this could then effect future examinations, vaccinations or Worming and Flea treatments. If a plan is suspended we can restart the plan at a later date without them having to fill out a new form. If a client cancels, and wants to restart the plan at a later date, they would have to fill out a new agreement form.

**Q.** Can we offer an option to reduce the plan payment to keep clients on plan instead of cancelling or suspending?

**A.** Yes, this is your plan and if you would like us to create a new low cost plan with fewer benefits to reduce the monthly payment to keep clients on the plan then we can implement this for you. This will keep the plan running and also keep some revenue for the practice which could have been lost all together by the client cancelling or suspending their plan. To organise this or to discuss your options further please give us a call and we will be more than happy to help with this.

**Q.** Am I able to easily move clients on to the new plan?

**A.** Yes, once set up you will be able to move clients straight away on to the new plan via your online portal or by contacting our customer support team on 01823 250709 or email [flexiplan@lloydwhyte.com](mailto:flexiplan@lloydwhyte.com)

**Q.** I want to contact all of the plan members to give reassurance and update them regarding the plan, what help can you provide?

**A.** We can offer advice and help to write the communication, we will also be able to create, print and post the letters for you however the cost will be passed back to you. Due to the current situation we recommend you use email, text, your website or social media pages for communicating with your clients.

Q. Can I still access my plan literature?

A. Yes, if you require any of the plan literature we can provide the leaflet and agreement forms in pdf format. For the time being we will not be batch printing and sending hard copies of the literature to our practices and ask that, if you are able to do so to print from the pdf's.



**Rest assured we are here to help and advise in any way we can.**

If you have any further queries or would like to explore the options available to you and your plan please do get in contact straight away.

**Call: 01823 250709 ■ Email [dpp@lloydwhyte.com](mailto:dpp@lloydwhyte.com)**

**What matters to you, matters to us**  
[www.lloydwhyte.com](http://www.lloydwhyte.com)

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