

Save 10%
by Direct Debit*



oneplan

The only plan you need for lost or damaged
hearing aids

 **Audika**
Your hearing is our expertise

What would you do if you lost your hearing aid? Or if it got damaged, stolen or just stopped working?

The answer to the questions above is simple:

you would need to get it replaced or repaired. Either way it can prove expensive and time consuming if you haven't got the right protection plan in place or if your hearing aid is outside of its warranty.

oneplan is the Customer Care Scheme designed to give you total peace of mind. You need no other plan.

If your hearing system is lost, stolen, accidentally damaged, or stops working, **oneplan** will replace⁺ or repair it.

Plus, with our new benefit you'll receive a free courtesy aid[‡] if yours needs to be repaired.

Why choose oneplan?

- It's a ready-made solution designed exclusively for Audika customers
- **oneplan** provides low-cost, quality benefits that protect you when you need them most
- Low annual subscriptions start from just £75 a year
- If you need to request a benefit, the process is straightforward and hassle-free
- **oneplan** allows for unlimited free repairs for up to five years in total.

“Can't recommend the oneplan enough, great to have peace of mind about repairs and most importantly loss or damage.”

★★★★★ – Annette, via Trustpilot

What does oneplan include?

- **No-quibble, new-for-old replacement** new for old replacement† of your hearing aid if it's lost, stolen, or accidentally damaged and cannot be repaired
- **Unlimited repairs** to your hearing aid through breakdown or accidental damage
- **Free protection** whilst on holiday up to a maximum of 31 days (at any one time).
- **Free courtesy aid**‡ if yours needs to be repaired.

How much does it cost?

You pay an annual membership subscription fee linked to the value of your hearing system.

Price Band	Hearing System value [§]	Annual Cost	By Direct Debit YOU PAY*
Band 1	Up to £1,499	£75.00	£67.50
Band 2	£1,500 – £2,999	£95.00	£85.50
Band 3	£3,000+	£115.00	£103.50

*Example: A pair of Oticon Intent™ or Real™ hearing aids & charger would be Band 3 – so £115 annually or £103.50 for the first year by Direct Debit.**

†Hearing system value is based on the price list of your hearing aid and charger unit, at time of purchase, without discount. *Save 10% on your first year's subscription when you pay by Direct Debit.

oneplan is available for the first five years of your hearing aid's life.

For full Scheme Rules, visit www.audika.co.uk/oneplan/rules

Your legal rights as a consumer are not affected.

What if I need to request a benefit?

For repairs, please visit your local Audika clinic.

For replacements, please call our customer service team on **0800 740 8550** who aim to process all requests within two weeks. If your hearing aid needs to be replaced, you'll need to pay a contribution cost towards the replacement. This cost is 10% of the original list price of your hearing system (i.e. your hearing aid(s) and charger), not including any discounts.

When and how to sign up

We recommend that you sign up when you purchase your new hearing aid(s), to make sure you are fully protected from day one.

There are a few different ways you can sign up easily, either:

- visit your local clinic
- scan the QR code (on the reverse)
- go to audika.co.uk/oneplan; or
- call **0800 437 0045**

Alternatively, complete and return the form opposite.

oneplan is an affordable way to protect a hearing system. It's designed by us and is available exclusively for Audika customers.

Five reasons to choose **oneplan**

1

No-quibble, new-for-old replacement*

2

Free unlimited repairs (outside of warranty)

3

FREE courtesy hearing aids[†]
while you wait if yours needs to be repaired

4

Low-cost annual subscription from less than 21p a day

5

Save 10% when you sign up on Direct Debit*

*Sign up to a plan by Direct Debit and get 10% off the first year's subscription.

†Replacement device provision subject to a 10% contribution from you of original list price.

‡Subject to availability. §Price list value of aid and charger at time of purchase, without discount.



Instruction to your Bank or Building
Society to pay by Direct Debit



For immediate sign up and protection call
0800 437 0045 or visit **audika.co.uk/oneplan**

Alternatively complete this form using a
ballpoint pen and send it to:

**Audika, Meadow House, Medway Street,
Maidstone, Kent ME14 1HL**

**Name and full postal address of your Bank or
Building Society**

To: The Manager	Bank/building society
Address	
Postcode	

Name(s) of Account Holder(s)

Bank / Building Society Account Number

--	--	--	--	--	--	--	--

Branch Sort Code

--	--	--	--	--	--

Service User Number

9	6	2	8	8	6
---	---	---	---	---	---

Reference Number

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

Contact number: If we need to verify your details.

For Audika official use only

This is not part of the instruction to your Bank or Building Society

10DDisc

Date received: _____ Clinic code: _____

Ref: _____

Serial No 1: _____

Serial No2: _____

Instruction to your Bank or Building Society

Please pay Audika Direct Debits from the account
detailed in this instruction subject to the safeguards
assured by the Direct Debit Guarantee. I understand
that this instruction may remain with Audika and, if
so, details will be passed electronically to my Bank /
Building Society.

Signature(s)

Date

**Banks and Building Societies may not accept Direct Debit Instructions for some types of
account. This guarantee should be detached and retained by the payer**

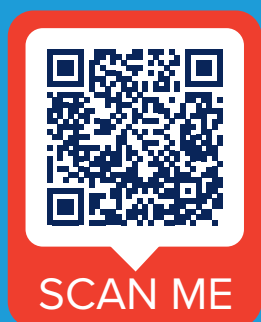


The Direct Debit Guarantee



- This Guarantee is offered by all banks and building societies that accept instructions to pay Direct Debits
- If there are any changes to the amount, date or frequency of your Direct Debit Audika will notify you 10 working days in advance of your account being debited or as otherwise agreed. If you request Audika to collect a payment, confirmation of the amount and date will be given to you at the time of the request
- If an error is made in the payment of your Direct Debit, by Audika or your bank or building society, you are entitled to a full and immediate refund of the amount paid from your bank or building society
- If you receive a refund you are not entitled to, you must pay it back when Audika asks you to
- You can cancel a Direct Debit at any time by simply contacting your bank or building society. Written confirmation may be required. Please also notify us.

Sign up today!



It's easy to sign up by Direct Debit

- ✓ Visit your local clinic
- ✓ Scan the QR code
- ✓ Visit **audika.co.uk/oneplan**
- ✓ Call **0800 437 0045**

Alternatively, complete and return the form enclosed.



0800 437 0045
audika.co.uk

Ref: June2026/oneplan