

Save 10%  
by Direct Debit\*



**oneplan**

**The only plan you need for lost or damaged  
hearing aids**

 **Hidden Hearing**  
*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<sup>†</sup> or repair it.

Plus, with our new benefit you'll receive a free courtesy aid<sup>†</sup> if yours needs to be repaired.

## Why choose oneplan?

- It's a ready-made solution designed exclusively for Hidden Hearing 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**<sup>†</sup> 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 <sup>‡</sup>	Annual Cost	By Direct Debit <b>YOU PAY*</b>
Band 1	Up to £1,499	£75.00	<b>£67.50</b>
Band 2	£1,500 – £2,999	£95.00	<b>£85.50</b>
Band 3	£3,000+	£115.00	<b>£103.50</b>

*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.\**

<sup>†</sup>Hearing system value is based on the price list of your hearing aid and charger unit, at time of purchase, without discount. <sup>\*</sup>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.hiddenhearing.co.uk/oneplan/rules](http://www.hiddenhearing.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 Hidden Hearing 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 [hiddenhearing.co.uk/oneplan](http://hiddenhearing.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 Hidden Hearing customers.

Please fill in the whole form using a ballpoint pen and send it to:

**Hidden Hearing Ltd, 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**

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**Branch Sort Code**

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**Service User Number**

9	6	2	8	8	6
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**Reference Number**

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**Contact number:** If we need to verify your details.

**For Hidden Hearing official use only**

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

**10DDisc**

Date received: \_\_\_\_\_ Branch code: \_\_\_\_\_

HH Ref: \_\_\_\_\_

Svc Card No: \_\_\_\_\_

Serial No 1: \_\_\_\_\_

Serial No2: \_\_\_\_\_

**Instruction to your Bank or Building Society**

Please pay Hidden Hearing 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 Hidden Hearing 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 Hidden Hearing will notify you 10 working days in advance of your account being debited or as otherwise agreed. If you request Hidden Hearing 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 Hidden Hearing 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 Hidden Hearing 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.

## 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**

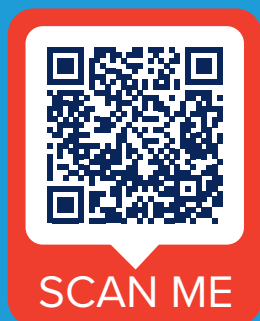
**Save 10% when you sign up on Direct Debit\***

\*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.

**Sign up today!**



**It's easy to sign up by Direct Debit**

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

Alternatively, complete and return the form enclosed.

 **Hidden Hearing**  
*Your hearing is our expertise*

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**hiddenhearing.co.uk**

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