

## Q&A Help Sheet for Homecare Link Customer Queries

<b>What is the telephone number for Progress Lifeline?</b>	03333 204999
<b>What is the email address to Progress Lifeline?</b>	lifeline@progressgroup.org.uk
<b>What is Progress Lifeline head office address?</b>	Sumner House, 21 King Street, Leyland, Lancashire, PR25 2LW
<b>What is the website for Progress Lifeline?</b>	www.progresslifeline.org.uk
<b>Where to report queries'?</b>	If you have any queries call our office on 03333 204 999 or email us at lifeline@progressgroup.org.uk
<b>Will the service stay the same?</b>	Yes it will! You shouldn't notice any difference in your service.
<b>Will my payments stay the same?</b>	Yes they will. You should complete the paperwork you have received in the post and return it in your pre-paid envelope as soon as you possibly can to avoid any queries in payments.
<b>Can I expect the same high quality service that I'm used to?</b>	Yes you can! It is within our obligation to ensure we are providing the highest standard of care possible.
<b>What will change for me as a customer?</b>	You won't have any changes, it shouldn't affect our customers in anyway.
<b>Will there be any changes with regards to my payments?</b>	You just need to complete the paperwork (new direct debit form, hire agreement or contract and Vat exemption form) and return it in your pre-paid envelope as soon as you possibly can to avoid any queries in payments.