

## **A message from our Partner in hearing health care, HearingLife**

Dear MROO members,

Given the Canadian public health authority's recent announcements, we have taken action and, on April 1st, 2020, our clinics across Canada will temporarily close. At this time, we feel taking this step is critical to the health, safety and well-being of our employees, partners and customers.

For all of our clients who have upcoming appointments, we will be in contact to reschedule your appointment to a future date, or if you'd like to reach us, please call [1-888-514-9515](tel:1-888-514-9515).

### **Continuing Support**

For our clients with hearing aids, we will offer warranty and trial period extensions to those who are affected. During this temporary closure, we are also offering the online services below so we can safely tend to all of our clients at this time.

- [Remote Technical Support](#)
- [Online Hearing Test](#)

### **After Sales Support and Device Servicing**

For information regarding after sales support or device servicing, and to get a status on ongoing repair and estimated completion and shipping dates, visit our [dedicated page](#).

### **Connecting with HearingLife**

Did you know? You can get access to hundreds of self-help solutions by visiting the website [www.HearingAidHelp.ca](http://www.HearingAidHelp.ca).

Visit [our Tele Support services](#) without any fees which includes – email, live chat, telephone or video help from a Hearing Aid Specialist.

To access Tele Support service solutions:

- Email: [telesupport@hearingaidhelp.ca](mailto:telesupport@hearingaidhelp.ca)
- Call [1-833-TELESUP \(835-3787\)](tel:1-833-TELESUP).

### **We'll keep you informed**

We continue to monitor this situation closely and will update you with information regarding the reopening of your local HearingLife clinic as soon as possible.

We are privileged to be your partner in hearing health care and look forward to seeing you when we reopen. For any queries and concerns please reach out to me directly at [satm@hearinglife.ca](mailto:satm@hearinglife.ca)

Kindest Regards,  
Sally Thompson  
Director, Affinity Partner Development