

TALK TO US FIRST BEFORE MAKING **INSURANCE CLAIMS FOR HEARING AIDS**

If you lodge a claim for damaged or lost hearing aids and your Insurer is

IAG Insurance Companies, which include:

AMI, State, NZI, Lumley

or **Vero** including **AA Insurance**

you are likely to be advised by the IAG Companies to go to Triton Hearing, and by Vero to go to Bay Audiology or Triton Hearing regarding your claim.

You may also receive a phone call from Triton Hearing, calling themselves the “Insurance Response Team”.

Independent Audiologists New Zealand (IANZ), of which we are a member, consider this practice to be **unethical**. Under the Code of Health and Disability Patients’ Rights, YOU can choose your audiology provider.

You do not have to change away from our care.

We are trying to have this approach by Insurers overturned as we value the long-standing relationship we have with our patients.

Please contact us if you wish to lodge a claim and we will be pleased to assist you with the process.