**Hy-Care® Multipurpose Solution – Patient Recall Website**

FREQUENTLY ASKED QUESTIONS AND ANSWERS

**How do patients get reimbursed for the bottles they have?**

Patients should visit [www.CVrecall.expertinquiry.com](http://www.CVrecall.expertinquiry.com) to get more information on what to do next and for instructions on how to claim their reimbursement. This website will be live from Monday 28th February (13.00 GMT).

**How do patients get reimbursed?**

Once a claim has been verified and processed, patients will receive a Virtual Card email issued from [CVrecall@myglobaloptions.com](mailto:CVrecall@myglobaloptions.com) Patients will then be asked to register on the B4B (the fulfilment company) website using the 9-digit code provided in the email. Once registered, they can then activate and manage their payment card by following the instructions.

**What is a virtual payment card?**

An electronic card that works like a traditional physical payment card. Users can pay for items online or over the phone anywhere Mastercard is accepted.

**Does the website ask for personal information?**

The website needs to ask for some personal information such as name, address, email and date of birth in order for the payment processor’s checks to be undertaken. No financial information is requested and none of this information is shared with any third party.

**How long does it take to get reimbursed?**

It takes approximately two weeks to be reimbursed. The reason for the processing time is that applications have to be validated and checked. The payment process is then managed by B4B who then send the patient registration and activation instructions by email.

**Why are patients taken to a different website?**

This patient reimbursement process is managed by Sedgwick, the company that are supporting the manufacturer, CooperVision, on this recall. Sedgwick are Global specialists in managing product recalls and CooperVision has chosen to partner with them to ensure the smoothest possible process for patients to receive their reimbursement. Sedgwick use virtual payment card provider, B4B, to reimburse and to do this, patients need to register with the B4B website.

**Users can’t access the website – what can they do?**

If patients are having issues connecting to the [www.CVrecall.expertinquiry.com](http://www.CVrecall.expertinquiry.com) website, they can contact Sedgwick Customer Services as per below (live Monday 28th February, 13.00 GMT). Lines are open 9.00 to 18.00 GMT:

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| **Patient Support Numbers** |
| United Kingdom: 0800-0261954 |
| All Other Countries: +44-207-660 8272 |
| France: 0805-988061 |
| Germany: 0800-1810578 |
| Spain: 900-831760 |
| Netherlands: 0800-0223017 |

They can also use these contact details if they are having issues connecting to the B4B website.

**What currencies does the virtual card accommodate?**

The Mastercard product is available in GBP, USD and EUR. For other countries, the local currency rate would be processed at the point of purchase. For these countries a fee of 2.75% would be applicable and this is taken into account at the reimbursement stage (by adding it to the value of the payment card).