

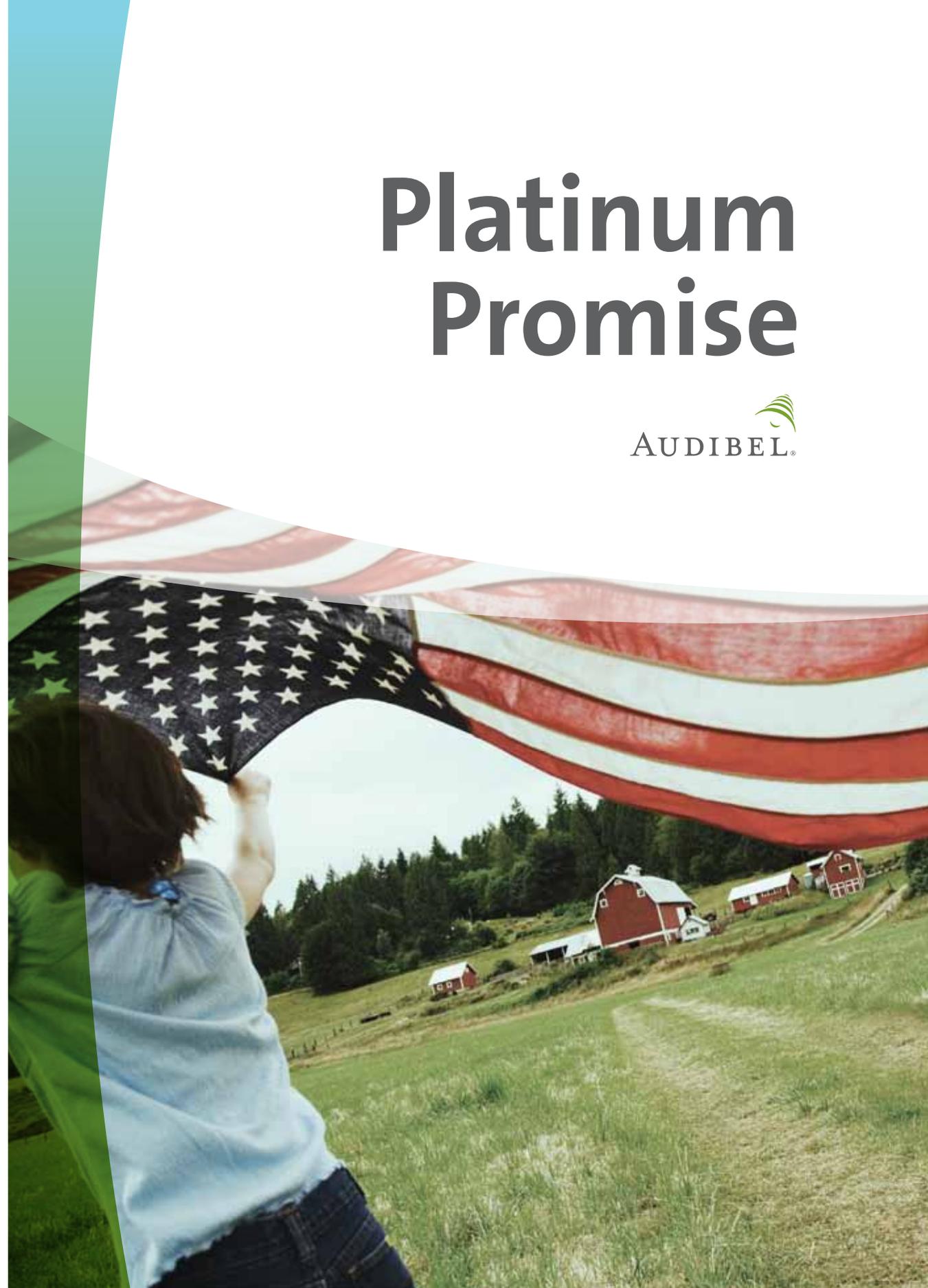
# Platinum Promise



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American. Hearing. Excellence. 



# PLATINUM PROMISE

Audibel was built on the mutual agreement of trust, honor, integrity and hard work. Our nationwide network is something Audibel takes pride in, and as the network continues to grow and strengthen, every individual will see a commitment to premium service and care. It's not just Audibel; it's a way of life.

**The Platinum Promise** is a result of a collaborated effort to ensure Audibel provides premium customer care across the country.

It's our way of delivering peace of mind to every person who seeks our help — by letting them know that Audibel is dedicated to setting the industry standard of what patient care really means, and that they can expect American Hearing Excellence no matter which Audibel office they visit anywhere in the country.

Every member in the Audibel network is committed to the standards set forth in the Platinum Promise and truly believes in the value this brings to the network, the practices and most important, the patients.

“*Built on the same ideals  
that make families strong.*”

## WHAT OUR PROMISE MEANS

- 1 COMPREHENSIVE EVALUATION**  
Evaluate your hearing, your communication needs and the goals for your life.
- 2 RECOMMEND ONLY WHAT NEEDS RECOMMENDING**  
Recommend a treatment plan that is unique to you and designed to meet your needs.
- 3 A CLEAR UNDERSTANDING OF THE JOURNEY AND THE RESULTS**  
Make sure that you understand what steps will be taken on your journey to better hearing and what the realistic outcomes are of those steps.
- 4 SEEING AND HEARING THE BENEFIT**  
Verify that the hearing instruments and any accessories that go with them are working and provide the benefit that you need. This verification may be done through several clinically accepted tools such as Real Ear Measurement, Speech Mapping or Sound Field Verification.
- 5 TREATMENT IS MORE THAN JUST AN OFFICE VISIT**  
Work with you to create a long-term treatment plan, defining follow-up appointments, regular ongoing evaluations and any additional care that you may need to make sure you stay satisfied with your hearing in the years to come.
- 6 IN WARRANTY FOR ONE, IN WARRANTY FOR ALL**  
When you work with Audibel, you are working not only with your local hearing healthcare professional, but also the national network that will honor the warranty, support and service guarantees on all Audibel products.
- 7 WE COMMIT TO YOU FOR A LIFETIME**  
All Audibel products will receive free cleanings and testing for their lifetime.

Welcome to  
**American.  
Hearing.  
Excellence.™**