



Frequently Asked Questions: **Medvivo Careline customer transition to Appello Careline**

Who are Appello?

We are the UK's leading monitoring and digital telecare provider in terms of scale and technical capability, supporting over 200,000 individuals. Accredited to the Telecare Services Associations (TSA) Quality Standards Framework (QSF), we have over 30 years' experience in delivering monitoring service, so our team are very well placed to support your customers.

Where are Appello based?

Our Head Office and largest monitoring centre is in New Milton, Hampshire. In addition, we have monitoring facilities in Lymington, Hampshire.

Through the acquisition of Medvivo Careline, we now also have monitoring centres in Chippenham, Wiltshire, and Dorchester, Dorset.

Where will our calls be monitored and where are operators based?

Your calls will continue to be monitored by the monitoring centres in Chippenham and Dorchester.

Will there be any changes to our existing monitoring contract?

Your existing monitoring contract will remain the same.

Do we need to provide Appello with any information to support with the transition?

There is no requirement for you to provide Appello with any information.

Will there be any disruption to the monitoring service we receive?

There will be no disruption to the monitoring service you receive, the transition to Appello will be seamless.

Where can we find out more information?

You will be able to find out more information about Appello and your monitoring service by accessing your Careline Knowledge Base. You will have been provided access to this via email.

Who should we contact on a day to day basis regarding our contract?

If you have any queries your liaison point will be Stuart Morgan, Appello Customer Success Lead.

stuart.morgan@appello.co.uk

Tel. 07714 767623

You will find more information on contacts at Appello in the Careline Knowledge Base.

Can we meet the Appello key stakeholders?

Yes of course, please contact Stuart Morgan, who will facilitate this.