



Q&A Help Sheet for GCH Lifelink Customer Queries

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| What is the telephone number for Progress Lifeline? | 03333 204999 |
| What is the email address to Progress Lifeline? | lifeline@progressgroup.org.uk |
| What is Progress Lifeline head office address? | Sumner House, 21 King Street, Leyland, Lancashire, PR25 2LW |
| What is the website for Progress Lifeline? | www.progresslifeline.org.uk |
| Where to report queries'? | If you have any queries call our office on 03333 204 999 or email us at lifeline@progressgroup.org.uk |
| Will the service stay the same? | Yes it will! You shouldn't notice any difference in your service. |
| Will my payments stay the same? | Yes they will (slightly cheaper). You should complete the paperwork and return it in your pre-paid envelope as soon as you possibly can to avoid any queries in payments. |
| Can I expect the same high quality service that I'm used to? | Yes you can! It is within our obligation to ensure we are providing the highest standard of care possible. |
| What will change for me as a customer? | You won't have any changes, it shouldn't affect our customers in anyway. |
| Will there be any changes with regards to my payments? | You just need to complete the paperwork (new direct debit form, hire agreement or contract and Vat exemption form) and return it in your pre-paid envelope as soon as you possibly can to avoid any queries in payments. |

