

Wednesday, 02 October 2019

Dear colleague,

Reference: New contact phone number for FPS

FPS is now implementing a new phone system which is designed to make it easier for our customers to contact us and speak to the correct person more quickly.

In order to facilitate this improvement, from **Tuesday 1st October** all callers are asked to call the new general phone number **028 9536 0333** for all queries.

You will hear a recorded message which asks you to select which department you wish to speak to. Once this has been selected, you will then hear a range of options for that area which will then direct you to the relevant team.

Please note that once this system is implemented, you will no longer be able to call specific staff members on any direct line phone numbers you may have used in the past.

We kindly ask that customers update all relevant records with this new number **028 9536 0333** and ensure this is clearly communicated to anyone in your practice / organisation who may need to contact us.

Yours sincerely,

Ryan Doyle
Dental Payments Manager

