

OTICON AND SOUTHEAST SUPPORT



South Carolina Account Manager
Jackie Fitzgerald, Au.D., CCC-A

Email: J.Fitzgerald@Oticon.com

Mobile: (843) 607-7635

Office Phone: 800-526-3921 x 2735

OTICON CUSTOMER SERVICE: 800-526-3921

- Phone in orders (no promotions)
- Requests for small amounts of domes, tools, and supplies

EMAIL: SOUTHEAST@OTICONUSA.COM

- Day to day emailed orders – can include promos if indicated
- Supplies (domes, wax guards, forms, brochures, receivers under warranty, battery doors, etc.)
- Warranty assignments/ corrections
- In-warranty requests

SOUTHEAST INSIDE SALES: Arthur Agostini

- Phone: 800-526-3921 x 1626
- Email: arag@oticon.com
- Problems with orders
- Large orders and promotions
- Special Requests
- Difficult and quick response needed questions

AUDIOLOGY SUPPORT: Donna Tkacs

- Phone: 800-526-3921 x 2358
- Email: dotk@oticon.com
- Audiology fitting questions/Genie training
- Product Support
- First contact for mold/custom support

BES

- Email: bes@oticonusa.com
- Submitting reimbursement requests

FINANCE SUPPORT: Lisa Yannetta

- Phone: 800-526-3921 x 2256
- Email: lbol@oticon.com

DRIVE REIMBURSEMENT AND MARKETING SUPPORT: Stacie Jones

- Phone: 732-628-6945
- Email: stjn@oticon.com
- Marketing projects and approval for reimbursement

CLIENT SUPPORT SERVICES

- Phone: 800-526-3921 x 1614
- Email: css@oticonusa.com
- Genie/ Bluetooth and accessory connectivity questions

****Customer/User Helpline for wireless connectivity: 855-400-9766****