







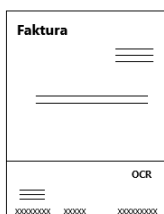
## Useful information about the meeting



The staff you speak to have the same duty of confidentiality during a video meeting as would be the case at other meetings.

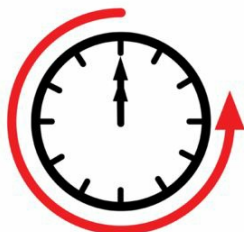


The staff you are due to speak to will call you on your mobile phone if the video meeting cannot take place.



A video meeting costs the same as a normal appointment. For children and young people under the age of 20 there is no charge. It is also free for anyone aged 85 and over.

If you are aged 20-84 you will receive an invoice after the meeting. If you have an exemption card it also covers video meetings.



If you are unable to attend the meeting, you must notify us at least 24 hours beforehand. In that case you will not need to pay anything.

If you do not notify us in time there will be a charge. This applies to children, young people, and adults. We will send you an invoice.



If you have any questions before the meeting, please contact the person who sent you the meeting notification.