

# Your Journey with UKIM...



We understand that you may be uncertain about the steps you need to take to get your medical report. We're here to help and our handy roadmap will take you through each stage and let you know what will happen and when.



## 1 : Instruction

Our team will let you know that we have received your case within 24 hours\*.



## 2 : Booking

We will book your medical appointment within 3 days.



## 3 : Appointment

Your medical appointment should take place within 20 days from you instructing us\*\*.



### Don't forget to:



Plan your route if you are travelling and remember to take ID.



If you can't attend your medical appointment please let us know so that our team can re-arrange this for you. If you don't tell us, you may be liable for a non attendance fee.



## 5 : Challenge

Spot something not quite right with your report? Let us know as soon as you can so we can look into this for you. We'll come back to you within 15 days.



## 4 : Report

Your report should be with you within 30 days from you instructing us\*\*. It will be checked by our experienced team before we upload it to the OIC portal for you to see.



### Got a question?



That's fine, we're here to help and the quickest way to reach our team is by phone on 0333 414 1988.

Or if you prefer, drop us an e-mail at [info@ukindmed.com](mailto:info@ukindmed.com). You can also see frequently asked questions on our website at [www.ukindmed.com/faqs](http://www.ukindmed.com/faqs)



## How did we do?

Now that your journey with UKIM is complete, you'll receive an invitation to give us your feedback. We'd be really grateful if you could take a minute or two to let us know how things were for you.



Help us to book a medical appointment that's right for you by calling us now on 0333 414 1988. Our team are on-hand and ready to help.

**ukim**

Our business hours are Monday – Thursday 8am until 8pm, Friday 8am until 5.30pm and Saturday 9am until 12 noon.

\*Or the next business day. \*\*Unless you've let us know of a more convenient date or have advised us of special requirements. All days are business days.