



## Customer FAQ

### **What is happening?**

CareWorx is slowly evolving to an updated brand, *CareWorx Fully Managed*.

### **Why is CareWorx changing?**

You may remember hearing about the merger between CareWorx and Fully Managed in December 2018 ([Read the announcement here](#)). CareWorx transitioning to CareWorx Fully Managed is part of the merger process between the two organizations.

### **What does this mean to me as a customer?**

There really is no change for you as a customer. You will continue to receive the same great Senior Care technology, support, Managed IT solutions and services that you are accustomed to, from the same team. The only thing changing is the name of the company. You will notice in the coming months that we will start using CareWorx Fully Managed on our materials and web site.

### **What does Fully Managed bring to the merger?**

Fully Managed is a leader in managed IT services, specifically focused on small and mid-market organizations (50-750 staff). They are an award-winning, world-class organization with thousands of customers relying on them to keep their technology running smoothly every day.

The merger is a very positive move that will allow us to continue growing and provide even better service to you, our valued customers. It expands our expertise in security, cloud and digital transformation – enabling us to offer you the best senior care technology solutions possible.

### **Are there any changes to the way I receive support?**

There are no changes to how you receive support. Please continue to reach out as you normally would or call 1-866-765-6674.

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**Will invoices and statements be changing? Do I need to alert my accounting team?**

As we transition our brand, starting in May 2019 any invoices, POs and statements will have a dual CareWorx/Fully Managed logo. The processes, however, will remain the same until you hear otherwise.

**Will my Account Manager stay the same?**

Yes, please continue to contact your existing account representative.

**If I have any additional questions who do I ask?**

Please contact your existing account representative, or [seniorcaresales@careworx.com](mailto:seniorcaresales@careworx.com) with any questions you might have.