

## Tell us about life with your device

At Cochlear, we are always looking for new ways we can support our customers across their lifetime. With this in mind, we like to share real stories from recipients about their experiences with their Cochlear™ technology plus practical tips and advice on how to get the most out of their device to live and hear more confidently. We also share tips about device troubleshooting and at-home maintenance, which we know other recipients benefit from.

We'd like to offer you the opportunity to share your story as part of the Cochlear community. Before you agree to share your story, you might have some questions. We try to answer those below:

### **Q: Where will my story appear?**

We produce content at our Cochlear headquarters and load it into a global Cochlear content library. From that library, the content is available for our regional offices to share with customers.

### **Q: When will my story or video be published?**

Due to our internal procedures and policies, it's not always possible for our headquarters team to know when a story will go live. We can't guarantee every recipient story will be published.

### **Q. Can I see my story before it is released?**

We generally ask for your input before we release your story.

### **Q. What will Cochlear do with my personal information?**

Cochlear will use your personal information in accordance with the Cochlear [Privacy Policy](#).

### **Q. Do I need to do anything?**

Simply follow the attached instructions to film yourself at home and [upload your footage here](#). We might also ask you to share some photos (or even home video if available) to provide context to your story, which we can also incorporate into the video. If your photos or videos include other people, make sure you have their permission before sharing the content with us.

### **Q. What are the next steps?**

Initially, we ask you to answer the questions below. After you've shared this with us, if your story is selected one of our team members will be in touch with you within one month for follow up. If you would like to be a part of our global storytelling project, let's get started!

## Questions to answer

Please answer as many or as few questions below as you can. If you're limited with time, we've **bolded** a few to help identify the most important ones we'd like you to focus on.

Please remember to provide context in your answers; for example, on question number one, the correct way to answer would be: "My name is ..... and I live in ....."

### General questions

- 1. Tell us your name and where you live?**
- 2. What is your occupation?**
- 3. What are your favourite hobbies/pastimes?**
4. When did you start to experience hearing loss and how did it make you feel?
5. Can you describe the effect hearing loss had on your life?
6. How did receiving your implantable hearing solution change your life?
7. What Cochlear accessories, eg. True Wireless™ devices, retention, water activity accessories, do you use the most and how do they help you in your daily life?

### Cochlear Family specific questions

- 8. In the Cochlear Family Program, we offer support to our recipients to help them with living with an implantable hearing solution. Can you describe what 'support' for living with a hearing implants means for you?**
- 9. Can you describe who supports you and has supported you along your hearing journey, for example, hearing professionals, family members, mentors.**
- 10. Can you describe how you feel Cochlear Family helps you on your hearing journey?**
11. Cochlear Family is the world's largest hearing implant community. What does this mean to you, and what do you love most about being part of the Cochlear Family?
12. How has Cochlear Family helped you reconnect with the things you care about?
13. How helpful or beneficial is it to learn from other recipients? For example, to find out practical tips to get the most of your device, learn about others' experiences, rehab tips to improve your listening and communication skills?
14. Can you describe how important it is to you to connect with others who have experience with a hearing implant – that is, people beyond your inner circle of family and friends?
- 15. What would you say to fellow recipients who are not in Cochlear Family?**

Many thanks!

Please seek advice from your health professional about treatments for hearing loss. Outcomes may vary, and your health professional will advise you about the factors which could affect your outcome. Always read the

instructions for use. Not all products are available in all countries. Please contact your local Cochlear representative for product information.

ACE, Advance Off-Stylet, AOS, AutoNRT, Autosensitivity, Beam, Bring Back the Beat, Button, Carina, Cochlear, 科利耳, コクレア, 코클리어, Cochlear SoftWear, Codacs, Contour, Contour Advance, Custom Sound, ESprit, Freedom, Hear now. And always, Hugfit, Hybrid, Invisible Hearing, Kanso, MET, MicroDrive, MP3000, myCochlear, mySmartSound, NRT, Nucleus, Outcome Focused Fitting, Off-Stylet, Slimline, SmartSound, Softip, SPrint, True Wireless, the elliptical logo, and Whisper are either trademarks or registered trademarks of Cochlear Limited. Ardium, Baha, Baha SoftWear, BCDrive, DermaLock, EveryWear, SoundArc, Vistafix, and WindShield are either trademarks or registered trademarks of Cochlear Bone Anchored Solutions AB.

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