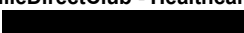


Your Smile Direct Club Agreement

1 message

SmileDirectClub - Healthcare Finance Direct <service_do_not_reply@healthcarefinancedirect.com>

Wed, Oct 6, 2021 at 3:06 AM

To: 



Congrats on purchasing your new smile, Bert!

Here are your SmilePay account details:

Welcome to your SmileDirectClub SmilePay payment plan. Your account is managed by Healthcare Finance Direct for all payment processing. We will be processing your monthly payment and it will appear on your statement as *HFD-SmileDirect*. Should you have any questions on your balance, payment or payment method feel free to contact us at (877) 874-3877 or support@healthcarefinancedirect.com.

You will also find attached a copy of your finance agreement. SmileDirectClub makes every effort to be sure you are completely satisfied with your purchase. You can always pay your account in full without penalty. You may cancel your finance plan at anytime by paying your account in full using your checkings, savings, credit, debit or HSA/FSA account. Your purchase is subject to a retail installment agreement that is subject to interest and fees. Please read it carefully. Should you have any questions regarding this

agreement, contact us at (877) 874-3877 or support@healthcarefinancedirect.com. So just reach out to us and keep smiling.

Simply schedule direct monthly ACH payments right in your HFD account today!

Log in to your account (myhfd.healthcarefinancedirect.com) and click "Profile" in the upper right corner. From there, use the Edit Payment Method link to get started.

tion ID



Powered By:

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[1201 24th Street, Suite B-200 Bakersfield California 93301 USA](#)



We've received your aligner touch-up request.

1 message

SmileDirectClub <info@email.smiledirectclub.com>

Fri, May 13, 2022 at 8:08 AM

Reply-To: SmileDirectClub <reply-381968-123_HTML-113530666-10966173-264@email.smiledirectclub.com>

To: 

Our Customer Care team is experiencing longer than normal response times. We appreciate your patience. [Learn more here.](#)



Hi Bert,

Dr. Michael Guirguis is reviewing your case for your aligner touch-up request. We will get back to you within 7-10 business days regarding next steps.

Sincerely,
SmileDirectClub

[@SmileDirectClub](#)



800-848-7566 [contact us](#) [view in browser](#) [unsubscribe](#)

414 Union St., Nashville, TN 37219 USA

This email was sent to 

You are receiving this email because of a recent purchase or specific request from SmileDirectClub. You do not have to be subscribed to receive this email. We value your privacy - see our policy [here](#).
Prices are subject to change without notice.

Smile Inbound!

1 message

SmileDirectClub <info@email.smiledirectclub.com>

Wed, Jan 4, 2023 at 12:41 PM

Reply-To: SmileDirectClub <reply-397732-123_HTML-113530666-10966173-31617@email.smiledirectclub.com>

To: 



GRINS INCOMING

Your impression kit has shipped.

Bert, we have shipped your at-home impression kit for your reevaluation. For best impression results complete yours within 2 days of receiving your kit.

TRACK KIT

United Parcel Service

TRACKING #:

 1001376

PLEASE NOTE: It may take up to 24 hours for tracking information to populate on the carrier's website.



Share a picture of your unboxing and completing your kit with **#MySDCSmile** (and tag us **@SmileDirectClub**) for a chance to be featured on our channels.

SHARE     



Click above to watch our handy how-to video for tips on making a great first impression.

@SmileDirectClub



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You are receiving this email because of a recent purchase or specific request from SmileDirect Club. You do not have to be subscribed to receive this email. We value your privacy - see our policy [here](#).
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Important – register your new aligners.

1 message

SmileDirectClub <info@email.smiledirectclub.com>

Sun, Oct 31, 2021 at 10:01 AM

Reply-To: SmileDirectClub <reply-331179-123_HTML-113530666-10966173-1861@email.smiledirectclub.com>

To: [REDACTED]



We're excited for you.

Bert, your 10-month smile journey starts now.

California-licensed Dr. Michael Guirguis and our dental team will be overseeing your new smile, every step of the way.

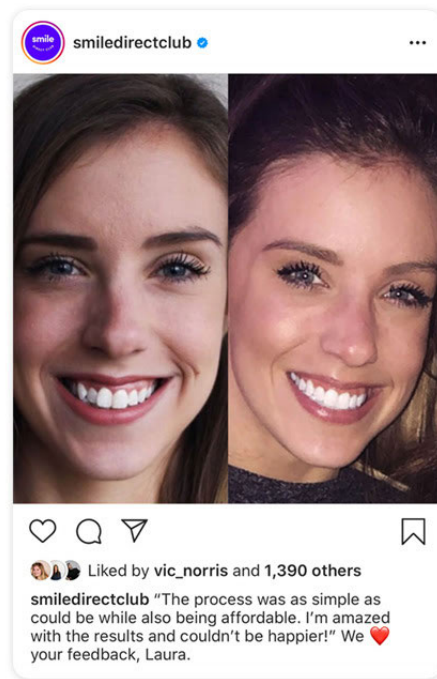


First things first.

Register your aligners so you can keep track of your progress.

[REGISTER NOW](#)

Congrats on starting your smile journey.



Follow us on social media to learn about giveaways and contests. And be sure to tag [@SmileDirectClub](#) in your biggest and brightest posts. **Pro tip:** Don't forget to take your "before" picture.

Life with aligners.



Head over to our blog for tricks and tips on [keeping your aligners in good shape](#), [dental hygiene](#), and [even recipes](#).

EXPLORE TIPS



Club Warranty

Every smile is unique. Your teeth may not always move exactly as predicted, and it's not uncommon that some treatment plans need adjustments. If you need a touch-up at the end of your treatment, our Club Warranty has you covered. Just make sure you register your aligners, wear them as prescribed, and complete virtual check-ins with Dr. Michael Guirguis. We'll fine-tune your treatment plan to help you get a smile you'll love.

[Learn more >](#)

About your doctor.

Approved your smile plan: Dr. Michael Guirguis

California license #: [REDACTED]

[REDACTED]

Questions?

Call us at 800-848-7566 or send an email to

drs.dentalteam@smiledirectclub.com

@SmileDirectClub



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414 Union St., Nashville, TN 37219 USA

This email was sent on [REDACTED]

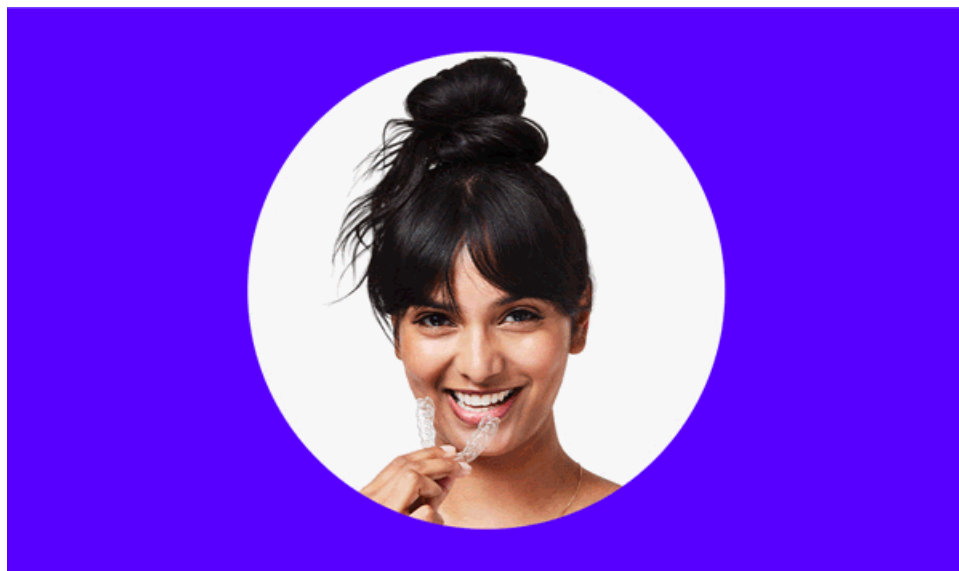
Congrats! We got your aligner order.

SmileDirectClub <info@email.smiledirectclub.com>

Wed, Oct 6, 2021 at 2:57 AM

Reply-To: SmileDirectClub <reply-346206-123_HTML-113530666-10966173-4742@email.smiledirectclub.com>

To: 



It's official. Welcome to the Club.

Congratulations, Bert we've received your order. Your custom Nighttime Aligners are in production. Dr. Michael Guirguis will direct your [10-month treatment plan](#) virtually from start to finish. **We can't stop smiling about it.**

Download the [SmileDirectClub mobile app here](#) to keep your SmileJourney™ on track.



**Lifetime Smile
Guarantee™**

You get our 30-Day Money-Back Promise, as well as free aligner touch-ups during or after your treatment.¹



Review your info.

We want to make sure you get your aligners as soon as possible, so [let us know](#) if we need to update your information.

ORDER DATE

10/06/2021

Estimated shipping time: 3-4 weeks

SHIPPING TO

[REDACTED]

[REDACTED] 8304

PAYMENT DETAILS

Product: Nighttime Aligners

Price: \$1,950.00

Tax: \$0.00

Shipping: \$0.00

Amount Charged Today: \$250.00

Payment Method: [REDACTED]

[REDACTED]

Thanks for ordering your aligners with SmilePay. Our partners at Healthcare Finance Direct will manage your SmilePay account and

monthly payment plan. They'll send you an email soon with more info.

RETAINERS

Price: \$99.00

Amount charged today: \$0.00

We've got your retainer order on file. But don't worry – we won't charge you or ship them until the end of your aligner treatment.



Meet your doctor.

Dr. Michael Guirguis approved your custom Nighttime Aligners and will direct your 10-month treatment plan virtually from start to finish.

Name: **Dr. Michael Guirguis**

License number: [REDACTED]



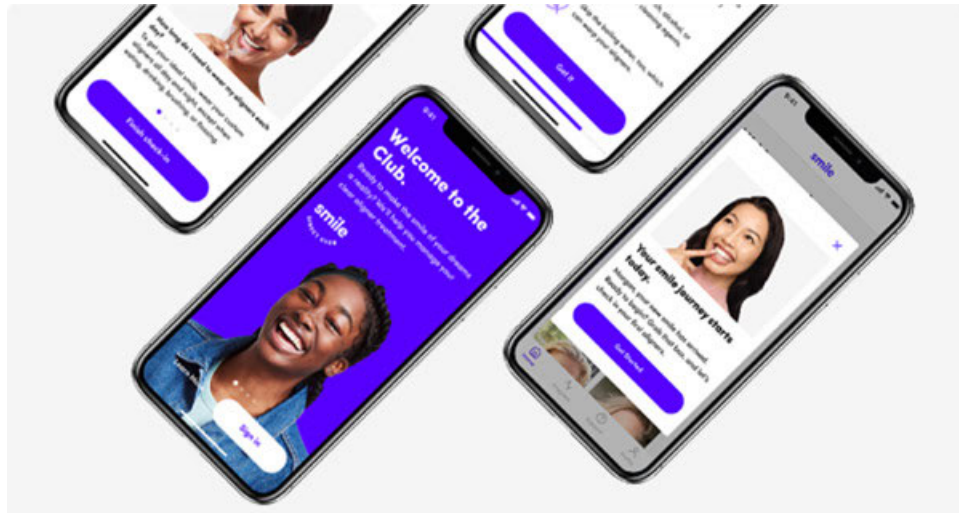
What's in your box?

You'll receive your custom aligners, plus more smile accessories.

- **bright on**® premium teeth whitening. Get up to 9 shades brighter in just 1 week²
- SmileDirectClub lip balm
- Aligner case
- Aligner cleaning tablets

Plus everything else you need for your SmileJourney™.

[See how your aligners are made >](#)



Get the most from your treatment with our app.



gray line



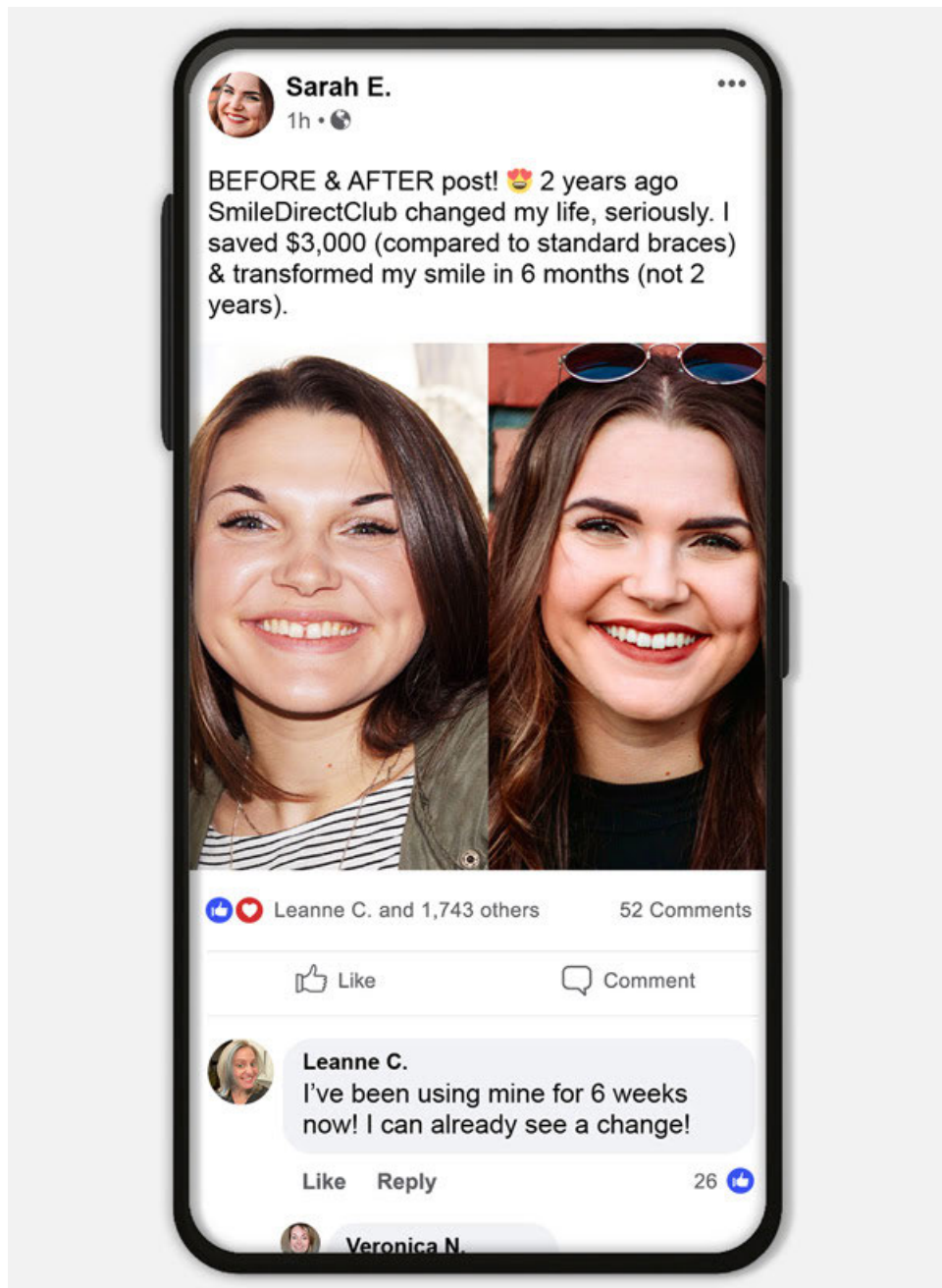
Get a \$100 gift card for each friend who joins the Club.

[Invite friends >](#)

Connect with Club members.

Join the [SmileDirectClub Members group](#) on Facebook. It's run entirely by our customers, so you can ask questions, get answers, and see results from the people who know us best - more than 30,000 of our Club members.

[Join the group >](#)



For demonstration purposes only; comments and images do not represent an actual community post.

@SmileDirectClub



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1 Terms and conditions apply. See SmileDirectClub.com/guarantee for details.

2 9 shades whiter claim is based on average results after 1 week when used as directed. Results may vary. Based on internal study data on file.

Bert, our Dental Team is here to help.

1 message

SmileDirectClub <info@email.smiledirectclub.com>

Wed, Jan 26, 2022 at 8:01 AM

Reply-To: SmileDirectClub <reply-366488-123_HTML-113530666-10966173-142@email.smiledirectclub.com>

To: 



Hi Bert,

Thank you for completing your Smile Check-in™. We're sorry to hear about your concerns and are here to help.

On behalf of Dr. Michael Guirguis, you can schedule a video call with our Dental Team.

[Schedule your video call today ›](#)

After you schedule your video call & before your appointment:

1. Download the App.

[Apple ›](#)

[Android ›](#)

2. Have your Smile Stretcher and aligners nearby.

Justin B. | Smile Expert

@SmileDirectClub



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Bert, congrats your touch-up treatment plan has been approved.

1 message

SmileDirectClub <info@email.smiledirectclub.com>

Tue, Jan 31, 2023 at 12:05 PM

Reply-To: SmileDirectClub <reply-389595-123_HTML-113530666-10966173-10954@email.smiledirectclub.com>

To: 



Bert,

Great news! Your doctor, Dr. Michael Guirguis, has approved your new 8-month touch-up **treatment plan**. **Your aligners are now being made and will take 3-4 weeks.** Remember, we custom-make every single aligner in your treatment plan. We'll notify you when your touch-up aligners have shipped.

Important: Continue wearing your last set of aligners while you wait for your touch-up aligners to arrive to prevent your teeth from shifting back.

Thanks for your patience and for being a part of the Club. We're committed to getting you a new smile you'll love.

Kindest regards,

SmileDirectClub

[@SmileDirectClub](#)



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Aligner Touch-Up Request

1 message

SmileDirectClub <info@email.smiledirectclub.com>

Thu, Jan 19, 2023 at 8:06 PM

Reply-To: SmileDirectClub <reply-381284-123_HTML-113530666-10966173-3566@email.smiledirectclub.com>

To: [REDACTED]



Hi Bert,

Good news! Dr. Michael Guirguis has reviewed your photos and approved you to move forward to the next step in the touch-up process.

In order to move forward, we will need a new set of impressions. There is a \$29 deposit for the home impression kit that will be fully refunded when you return it with the prepaid shipping label included.

[Order your doctor-prescribed impression kit here.](#)

Please remain in your current set of aligners and do not move forward. Once your impression kit or scan is completed and received, we will contact you within the next 3-5 days.

If you have any questions, please feel free to [contact us](#), as we are here to make you smile.

Kindest regards,

SmileDirectClub

[Chat with us here](#)

@SmileDirectClub



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Aligner Touch-Up Request

1 message

SmileDirectClub <info@email.smiledirectclub.com>

Thu, Sep 1, 2022 at 3:07 PM

Reply-To: SmileDirectClub <reply-381284-123_HTML-113530666-10966173-1767@email.smiledirectclub.com>

To: 



Hi Bert,

Good news! Dr. Michael Guirguis has reviewed your photos and approved you to move forward to the next step in the touch-up process.

In order to move forward, we will need a new set of impressions. There is a \$29 deposit for the home impression kit that will be fully refunded when you return it with the prepaid shipping label included.

[Order your doctor-prescribed impression kit here.](#)

Please remain in your current set of aligners and do not move forward. Once your impression kit or scan is completed and received, we will contact you within the next 3-5 days.

If you have any questions, please feel free to [contact us](#), as we are here to make you smile.

Kindest regards,

SmileDirectClub

[Chat with us here](#)

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We've received your aligner touch-up request.

1 message

SmileDirectClub <info@email.smiledirectclub.com>

Wed, Aug 31, 2022 at 9:06 AM

Reply-To: SmileDirectClub <reply-388365-123_HTML-113530666-10966173-2018@email.smiledirectclub.com>

To: 



Hi Bert,

Dr. Michael Guirguis is reviewing your case for your aligner touch-up request. We will get back to you within 3-5 business days regarding next steps.

Sincerely,
SmileDirectClub

[@SmileDirectClub](#)



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