



## Refund Policy

- You can collect a refund form from the at Care Home
- If you receive any assistance from the Local Authority or NHS (such as Free Personal and Nursing care or other contributions), then this is in most cases paid several weeks in arrears and sometimes this may be longer.
- Where the Local Authority is involved, we may need to wait for their final payment or confirmation before completing the full reconciliation. However, we will provide any partial reconciliation that can reasonably be completed earlier.
- Refunds will only be processed upon receipt of all requested documentation (originals) only. This will include documents such as:
  - Solicitors
    - **Letter from appointed Solicitor enclosing the refund form**
    - **Refund form completed with Solicitor company stamp**
    - **Death Certificate**
  - Where there is no solicitor involvement
    - **Refund form**
    - **Death certificate**
    - **Proof of executor of the estate or Will**
    - **Proof of bank details**
    - **Photo ID**
- Should original documents not be available then we would require a true and certified copy signed and stamped with company stamp from a solicitor and confirmation on the solicitor-headed paper.
- All communication that is addressed to Morar's head office must be in writing to Stewart House, Pochard Way, Bellshill ML4 3HB
- Email communication will NOT be dealt with at our head office due to the confidential matter of all content and Morar would always protect the information and privacy of their residents.
- Should it be a refund direct to our resident it must be into their own bank account and original bank statement must be provided with the refund form.
- The refund form must be signed by the resident, and the resident must have capacity in order to sign and complete the form.

- Should the form be signed by a power of attorney or guardian we will require a certified copy by a solicitor on headed paper and a copy of the POA/Guardianship stamped and signed by the solicitor.
- We cannot pay the funds into third party bank accounts unless this would be into a solicitor's account.
- Once received at Head Office there is a three-stage letter process
- A- A letter acknowledging receipt of the paperwork
- B- A letter confirming that the refund documents have been received or what remains outstanding.
- C – A letter confirming that the refund will be paid
- Providing that all the paperwork is in order, and we have received the final / adjusted payment from the local authority, The refund will be processed. With the LA payments it can take up to two months to receive the final payment. Where part of the refund relates to assistance from the Local Authority or NHS, payment may depend on their final account. Any privately overpaid sums will be refunded as soon as reasonably possible thereafter.