

SmileDirectClub Closure Q & A

Question 1: What happened to SmileDirectClub (SDC)

Answer: In September, SDC filed for Chapter 11 bankruptcy protection with a reported \$900M in debt. On Friday December 9, 2023 they shut down all operations after a failed search to find a partner willing to provide sufficient capital to keep the company afloat.

Question 2: What happens to SDC Patients

Answer: Patients who are mid-treatment with SDC aligners will no longer be able to do their 60 day telehealth check-ins with SDC Orthodontists, and basic customer care support is no longer available. These patients have been advised to consult their local dentists for further treatment support. Interested patients who have not yet started will need to seek treatment elsewhere.

Question 3: For All Other Questions, please review [SDC Customer FAQs](#)

How Can You Assist SDC Patients: Your office can play an important role in helping SDC patients complete their treatment safely and can offer a variety of care options.

Option 1: Case Supervision & Retainers - for patients midway into their treatment plans, we will offer case supervision and retainers for \$500. This includes:

- a) Collection of baseline records and assessment of current aligner fit/bite
- b) Two-week wear cycle on remaining trays
- c) 60-day in person monitoring of case progression
- d) Final records collection and retainer delivery (Reveal retainers program)
- e) Assessment of refinements if necessary

Patients selecting this option will be required to sign a waiver stating that the treating doctor cannot guarantee case outcomes as they were not involved in the treatment plan preparation.

Option 2: Case Restart – for patients early in their treatment and those experiencing issues, we recommend that the case be restarted with new records and treatment plans. These would proceed just like new aligner case starts with the following SDC Patient Discounts:

- Express: \$500 Off – SDC Price \$1800
- Lite: \$750 Off – SDC Price \$2750
- Standard: \$1000 Off – SDC Price \$3600

Option 3: Completed Case Requiring Refinements – Patients who complete their SDC cases independently then seek refinements because they are not happy with the result will be treated like new aligner case starts. Assuming they provide proof of recent SDC case completion, we will offer the SDC Patient Discounts above: (Express -\$500, Lite - \$750, Standard - \$1000)

Option 4: Completed Case Requiring Retainers – Patients who successfully complete SDC cases and are ready for retainers should be offered our standard [Reveal retainer rates](#) \$200 for a single set, \$600 for a set of four.

Option 5: Patient's SDC Case Not Yet Started – Patients who'd planned to start clear aligner treatment with SDC but have yet to receive their aligners will receive full refunds. These patients should be treated like any new case. No discounts required since Express case pricing in line with SDC rates they would have received.

What do we say if a patient asks if they want to transition their SDC payments to our office? Answer:

Payment plans or loan terms with SDC cannot be carried over. The patient will be required to sign a new contract with one of our financing options.