

July 15<sup>th</sup>, 2020

## COVID-19 Market Response & Support

Dear Valued Essilor Custom Contact Lens Specialists Customer,

We again send our best wishes to each of you for your and your families' health and safety during this challenging time. All of us at Essilor Custom Contact Lens Specialists are eager to do what we can to support your patients, customers and professional efforts to provide the best possible eye care during the ongoing global pandemic. In order for us to best serve you, we have compiled this at-a-glance summary to keep you informed on the special services, resources, and programs available to help.

### HOW TO REACH US



#### ONLINE

As normal, you can find us 24/7 online for information at:

[www.essilorcontacts.com](http://www.essilorcontacts.com)



#### EMAIL

Send our Customer Care Team Leadership a message at:

[omarquez@essilorusa.com](mailto:omarquez@essilorusa.com)  
[sgranado@essilorusa.com](mailto:sgranado@essilorusa.com)



#### PHONE

Reach us by phone at:

**ECCLS:** 800.366.3933



#### VIRTUAL

Our Sales Team is ready and able to assist you virtually.

**MaryAnn Kail**  
317.432.0135  
[mkail@essilorusa.com](mailto:mkail@essilorusa.com)

**Ana Umlauf**  
800.366.3933  
[ana.umlau@essilorusa.com](mailto:ana.umlau@essilorusa.com)

### WORKING TOGETHER TO SERVE

#### PROCESSING of Return Credits

Our Returns Department is functioning as normal. Please continue to return the last manufactured order for cancellation credit to the attention of our Contact Lens Department at, 13515 N. Stemmons Freeway Dallas, TX 75234. Contact your Sales Consultant or our Customer Care team for assistance.

#### EXTENDED Product Warranty

Any proprietary Essilor Custom Contact Lenses purchased between January through March 2020 will have their warranty extended to expire at the end of August 2020, while lenses purchased April or May 2020 will have their warranty extended to expire in September 2020 under our normal policy. Contact our Customer Care team for assistance.

## **FOCUS ON EDUCATION Webinar Series - Learn from the Best!**

Join Essilor Custom Contact Lens Specialists in our free live webinar series: "Focus on Education", hosted by Dr. Howard Purcell, President and CEO of New England College of Optometry. Webinars will offer opportunities to hear from experts in the specialty contact lens industry on training and practice-building techniques to drive your business. All webinars will be one hour long. Register for free by going to [www.essilorcontacts.com](http://www.essilorcontacts.com) and clicking on the "Webinars" tab.

## **ACCOUNTS PAYABLE Payment Extension**

We are pleased to be able to offer extended payment terms to our independently owned Eyecare Professional customers on your Essilor Laboratories of America Statement. For more information and to begin the extension process request please contact your Sales Consultant.

## **WE ARE IN THIS TOGETHER!**

You are not alone in this time of uncertainty. We are here for you, **AND** we want to hear from you. During this unprecedented time, we are carefully listening to **YOU**, our entire "family" of customers. We invite you to reach out to us with questions or concerns. We might have an idea or insight to help.

We will continue to communicate often, as more resources and updates become available. In the meantime, if you have questions or need assistance, please do not hesitate to get in touch with our team through the usual channels.

Thank you for your continued trust and support.

Sincerely yours,



**Glen A. Funk**  
VP of Sales & Business Development



**Ryan Riehle**  
VP of Operations & General Manager