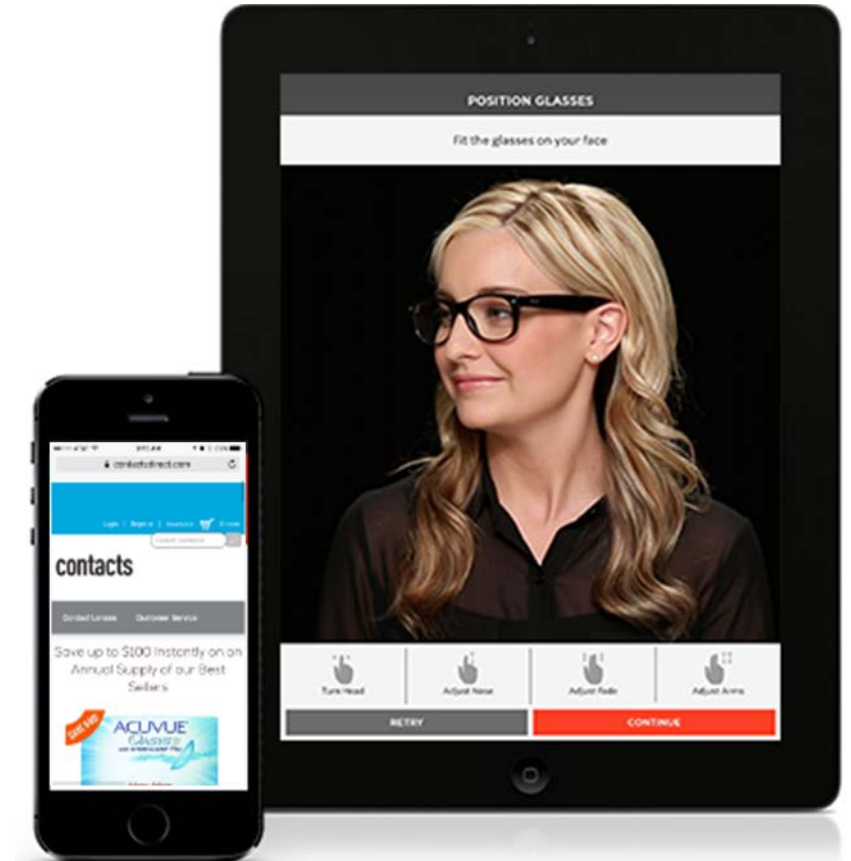


Online, in-network eyewear providers

- Best-in-class experience built specifically for using vision benefits
- Eligibility is easy to view and in-network benefits are automatically applied in the shopping cart
- Huge selection of name brand frames, lenses and contact lenses



75% of clients think online options are important*




EyeMed Client Satisfaction Survey conducted by Walker, 2015

Confidential Notice: This document contains privileged information and is for the sole use of the intended recipient(s). Disclosure or distribution to and review or use by any unauthorized Luxottica EyeMed associate(s) and external parties is prohibited.



EyeMed delivers freedom of choice

Our vision benefit packages give employees the freedom to choose at any in-network provider

	Any frame
	Any eyeglass lens
	Any contact lens

- ✓ No limiting frame towers
- ✓ No unnecessary restrictions
- ✓ No confusing formularies
- ✓ Members can use both their contact lens allowance and their frame allowance – no standard “in lieu of” restrictions
- ✓ Fixed copays for premium progressive lenses and anti-reflective coatings
- ✓ 4-year rate guarantee is standard

Additional discounts for more member savings

- ✓ 40% off additional pair discount – the best, most flexible in the industry
- ✓ 40% off hearing exams and discounted, set pricing on hearing aids
- ✓ 20% off any remaining frame balance
- ✓ 20% off any non-covered item
- ✓ 15% off LASIK
- ✓ 15% off any balance over the conventional contact lens allowance

97% of clients agree that our benefits result in low out-of-pocket costs for members*

Discounts are in-network only. May not be available on all plans. Confirm if your provider provides this option. *EyeMed Client Satisfaction Survey conducted by Walker, 2017.

Confidential Notice: This document contains privileged information and is for the sole use of the intended recipient(s). Disclosure or distribution to and review or use by any unauthorized Luxottica EyeMed associate(s) and external parties is prohibited.

Making benefits easy to use

Why 99% of EyeMed clients agree we're easy to work with*



Helpful communications

- Open enrollment support
- Welcome Packet with ID card
- Self-serve educational materials
- Wellness mailings and reminders



Online tools

- Enhanced Provider Search
- Mobile app
- Special offers
- Text alerts



Award-winning customer service

- Extended hours, including evenings and weekends
- "Certified Center of Excellence"

*EyeMed Client Satisfaction Survey conducted by Walker, 2017

Confidential Notice: This document contains privileged information and is for the sole use of the intended recipient(s). Disclosure or distribution to and review or use by any unauthorized Luxottica EyeMed associate(s) and external parties is prohibited.

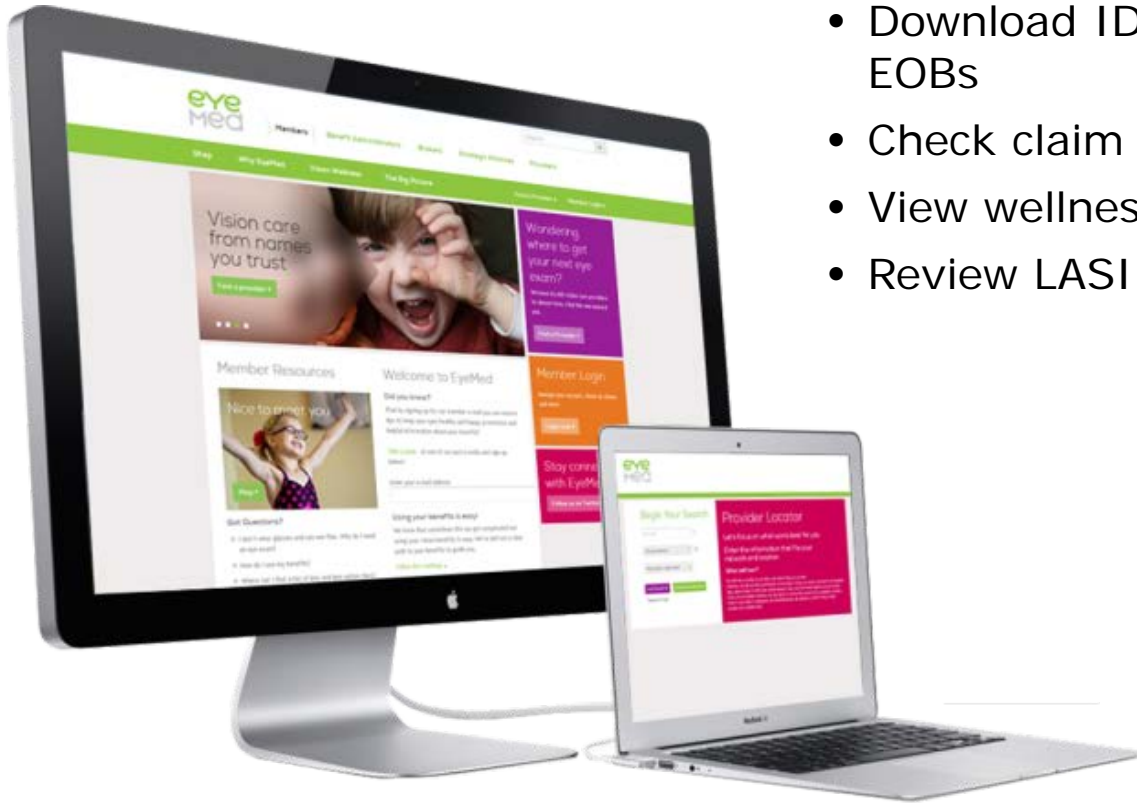
Online tools

eyemed.com

- View benefits and eligibility
- Download ID cards and EOBs
- Check claim status
- View wellness information
- Review LASIK information

Enhanced provider search

- Location
- Provider specialty
- Hours of operation
- Available frame brands
- Product type
- Online appointment booking*



Special offers

- Don't forget! Lots of great discounts and deals
- Helps members save even more on exams, frames, lenses and more
- Always available on our Member Web or mobile app

*At select locations

Confidential Notice: This document contains privileged information and is for the sole use of the intended recipient(s). Disclosure or distribution to and review or use by any unauthorized Luxottica EyeMed associate(s) and external parties is prohibited.

We've gone mobile with our benefits

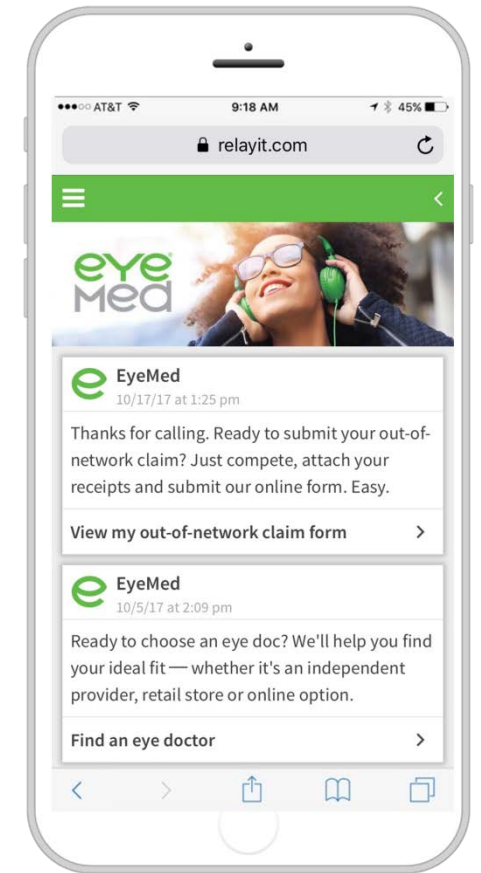
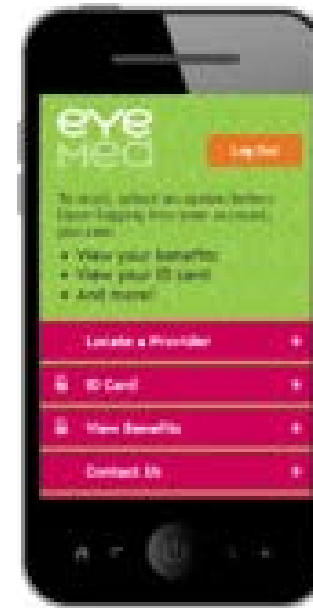
Mobile app for members

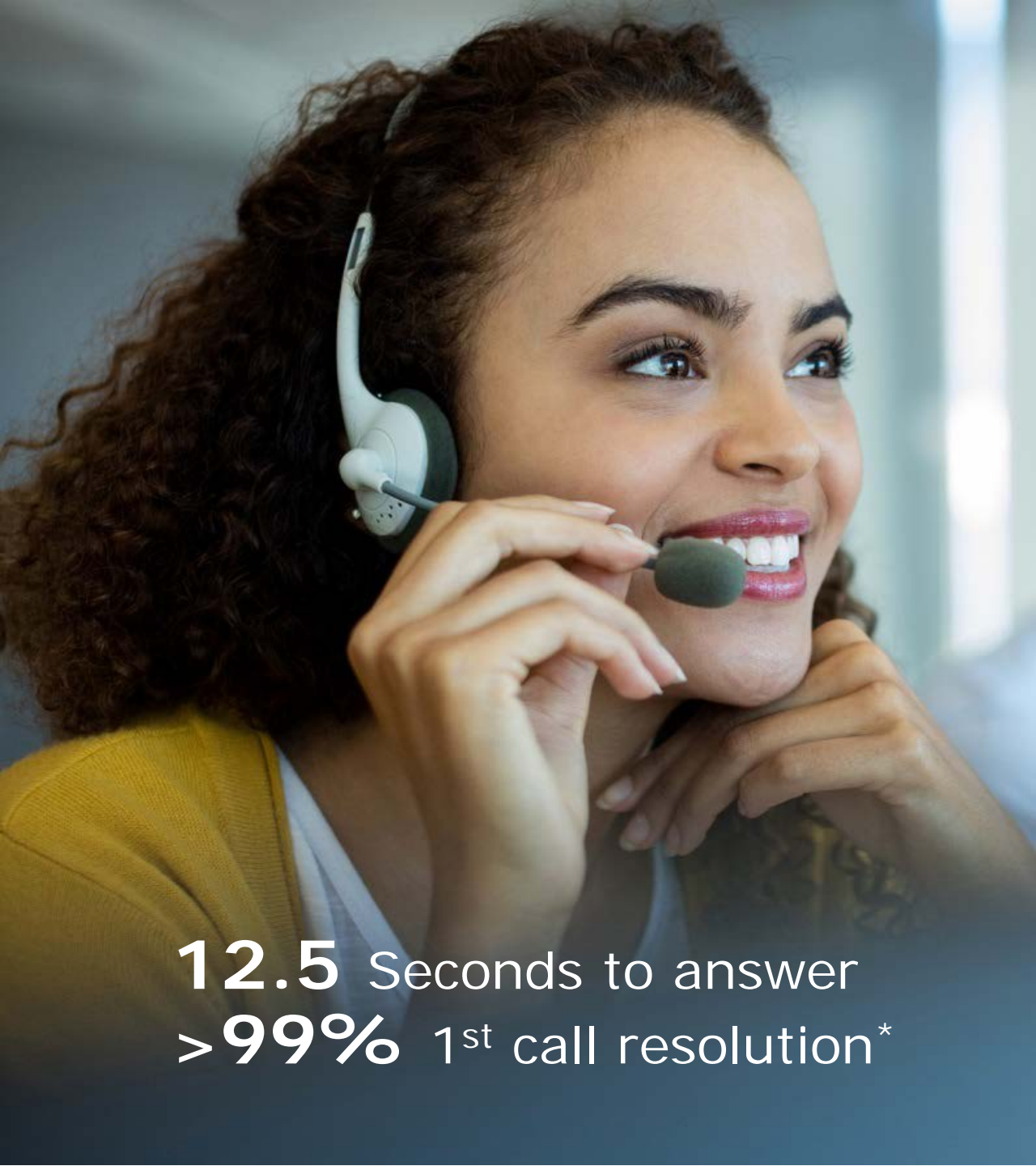
- Benefit details
- Provider locations/directions
- ID card
- Ability to set exam and contact lens refill reminders
- Ability to load a prescription

Text alerts

For members who opt-in, we'll share:

- Wellness information
- Special offers
- Personalized benefits reminders
- Quick tips and guides





Award-winning service day and night

Here for members whenever they need us

- “Certified Center of Excellence” rating for high customer support by Benchmark Portal, 9 years in a row
- Available 102 hours per week:
 - Monday thru Saturday: 7:30 a.m.–11 p.m. EST
 - Sunday: 11 a.m.–8 p.m. EST
 - Support 362 days a year
- Need-based routing so calls are answered by the right vision benefits expert every time
- One of America’s highest-rated call centers

12.5 Seconds to answer
>99% 1st call resolution*

*EyeMed book of business data, 2017

Confidential Notice: This document contains privileged information and is for the sole use of the intended recipient(s). Disclosure or distribution to and review or use by any unauthorized Luxottica EyeMed associate(s) and external parties is prohibited.

