



March 24th, 2020

COVID-19 Market Response & Support

Dear Valued NASSAU OOGP 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 NASSAU OOGP 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 orders and updates at: **www.nassau247.com** and **www.oogp.com**



CHAT

Going forward, you may chat a NASSAU OOGP representative via Online Chat



EMAIL

Send our Customer Care teams a message at:
novacustomerservice@essilorusa.com
nassau@nassaulens.com
oogpcs@oogp.com



PHONE

Reach us by phone at:
Nova: 800.668.2411
Nassau: 800.526.0313
OOGP: 800.654.3829



VIRTUAL

Our Sales Team is ready and able to assist you virtually. Find your rep [HERE](#)

WORKING TOGETHER TO SERVE

FREE Direct-to-Patient Shipping

In an effort to encourage direct-to-patient revenue contact lens shipments and help you support your customers during this time, we are temporarily waiving Direct-to-Patient standard shipping fees. See our websites or contact your Sales Consultant for more information.

EXTENDED Returns Policy

Indefinitely, we are extending our Returns Policy to allow returns or exchanges for a full year (12 months) from original date of purchase within our normal policy.

PROCESSING of Return Credits

Our Returns Department is functioning as normal. Utilize the automated e-RMA link on our website for prompt processing of your monthly returns. Contact your Sales Consultant or our Customer Care team for assistance.

VIRTUALLY Conduct Business with your Patients

We can help your patients and customers continue to order soft contact lenses, even if your office is closed. Our unique vendor partnership with Contact Lens Express® (CLX) provides options such as an online webstore shopping cart, digitally-automated subscription services, and automated text and email reorder notifications. These features allow you to provide your practice with turn-key, instant ways of continuing to provide soft contact lenses seamlessly to your patients. Contact your Sales Consultant or visit www.clxsystem.com/oogp to get started.

EXTENDED Finished Stock Lens Product Warranty

Any finished stock lens warranty that is set to normally expire in March, April, or May will be extended for full replacement coverage through June 30, 2020 under our normal policy. Contact our Customer Care team for assistance.

TRAINING & EDUCATION of Staff at No Cost

Develop your staff and keep them engaged. Utilize 4-weeks of free access to world-class interactive online training modules via Essilor of America's ECP University® education platform. Simply use the temporary **Promo Code: WeCare4U**. To participate, you must sign up before the end of April 2020. Visit www.ecpu.com to register.

ACCOUNTS PAYABLE Payment Extension

In conjunction with participating manufacturers and partners, if needed, we hope to offer extended payment terms for independent practitioners who are currently in good standing. If you need short-term assistance, [Request Info Here](#) to sign up for additional information when it is available. We are working urgently on this type of support and will communicate further details.

EXTENDED Promotions

To help your bottom line, current promotions on lab and finished stock are being extended. We will also match any forthcoming manufacturer soft contact lens promotions. Contact your Sales Consultant for more information.

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