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Dear Paula,

Our hearts go out to all of you as we navigate the impacts of the COVID-19 pandemic.

From the way we work, to the way we interact with our family and friends, we're all looking at the world a little differently. We want you to know that you can depend on VSP® Vision Care to be by your side during and after this rapidly evolving time.

For more than 65 years, we have been focused on improving and safeguarding the well-being of our communities—from our clients and brokers, to our 89 million members, to our own employees. That focus on wellness extends to you now and in the future.

To that end, we are working to create real-world answers and solutions that will help you adapt and adjust to current realities...and serve you as we come out of the uncertainty together.

We are here for you. Here's how:

- **We are here to serve you.** Although our teams are primarily working remotely, your account teams are on the job for you. We're working diligently to answer your questions and provide options that will assist you. We provide and maintain robust self-service tools on vsp.com, allowing for membership updates, accessing statements, and making payments. To access these tools, visit [Manage Your Plan](#) on vsp.com. We also offer extended customer service hours seven days a week to accommodate our clients' and members' needs in all U.S. time zones.

[Learn more about business solutions](#)

- **VSP members can still use their benefits.** The need for clear vision doesn't pause for pandemics. Members experiencing blurry vision, eye pain, injuries, or other changes in their vision should seek urgent eye care. In compliance with Centers for Disease Control and Prevention (CDC), state, and local mandates, in many parts of the country, vision services are limited to essential and emergency needs, members are encouraged to contact their VSP network doctor directly or our call center if a vision emergency arises.
- **Members can utilize their benefits to reorder contact lenses and purchase new glasses.** Members can contact their VSP network doctor or log in to eyeconic.com, VSP's "always open" online store.

We know the world around us is changing rapidly, and we empathize with all who are making difficult business decisions as a result of the COVID-19 pandemic.

Your well-being, now and in the future, is our top priority. Please reach out to us with any questions.

Clients with more than 1,000 lives covered: **contact your VSP account representative**

Clients with fewer than 1,000 lives covered: **1.800.216.6248**

Brokers: **1.800.216.6248**

Your Team at VSP Vision Care

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