

March 13, 2020

Subject: Coronavirus Update

To all of our members,

Over the past few weeks, it has become clear that the COVID-19 virus has made its way to the United States at a meaningful scale, raising many questions. We want to assure you that we are closely monitoring the spread of the virus, adhering to the guidance of the [The Centers for Disease Control and Prevention](#), and state and local governments, and taking extra precautions to maintain a safe and healthy work environment for our associates while we continue to serve you.

Importantly, we have also coordinated closely with our business partners to continue seamless fulfillment of eyewear orders. At this time, we do not anticipate any disruption to the availability and production of eyewear products that are supplied through Versant Health's supply chain, or with our ability to fulfill eyewear orders and process claims.

We remain committed to provide uninterrupted service to you. Our call center operations remains open to provide service and expect no interruptions to our service as a result of COVID-19 at this time. For latest update on service operations please visit our website.

We are extremely proud to serve our 33 million members, clients, brokers, and eye care professionals, despite the current threat posed by Covid-19. We will continue to monitor the situation and remain focused on ensuring that you have continued access to care and service.

Thank you for being a valued member, stay healthy, and as always, feel free to reach out with any questions.



Maynard McAlpin
Chief Operating Officer