SightPROTECT™ _____BY ESSILOR -____

CONTACT SHEET FOR CLIENTS

Торіс	Who To Contact	How to Contact	
Customer Onboarding	Essilor Sales Rep	Contact your rep via email or cell phone to begin onboarding process	
Customer Billing Info Update (Change Address, etc)	Essilor Sales Rep	Contact your rep via email or cell phone to update Billing Info	
Customer Admin Contact Updates (New admins, contact info, etc)	Essilor Sales Rep	Contact your rep via email or cell phone to update or add Adminsitrators to your program	
EyeManage Website Issues	Essilor Sales Rep	Contact your rep via email or cell phone if you are experiencing technical issues with the EyeManage website	
Product Changes (Program Allowances)	Essilor Sales Rep	Contact your rep via email or cell phone to update product allowances for your program	
Changing or Adding Subgroups To Program	Essilor Sales Rep	Contact your rep via email or cell to Change or Add Subgroups to your program or if you have questions about Subgroups	
Billing Questions in EyeManage	EyeMed	Email <u>SightProtect@eyemed.com</u>	
Mass Employee Roster Updates	Essilor Sales Rep	Contact your rep via email or cell for assistance conducting mass updates to your employee roster(s)	
Purchase Order Updates	Essilor Sales Rep	Contact your rep via email or cell for assistance updating your Purchase Order Number	
Compliments or Complaints About Program	Essilor Sales Rep	Contact your rep via email or cell with all compliments or complaints/issues you would like to discuss	
Reinstating Benefits or Eligibility	Essilor Sales Rep	Contact your rep via email or cell for assistance reinstating benefits or eligibility of employees	
Leads or Referrals	Essilor Sales Rep	Contact your rep via email or cell, or visit our website at <u>www.sightprotect.com</u> to identify anyone you thing would benefit from participating in this program	
General Inquiries	Essilor Sales Rep	Contact your rep via email or cell regarding any general inquiries that are not listed	
3rd Party Invoicing Setup	Essilor Sales Rep	Contact your rep via email or cell to establish processes and requirements of any 3rd party billing <i>(Not available until 2022)</i>	

SightProtect Sales Representatives by State



Rep Name	Email	Cell Phone
Troy Barfels	tbarfels@essilorusa.com	(803) 319-8179
Jack Kramer	jkramer@essilorusa.com	(951) 212-6640
Bob Lazarri	robert.lazarri@essilorusa.com	(586) 219-0343
Pat Lippy	patrick.lippy@essilorusa.com	(502) 592-9933
John Hammer	jhammer@essilorusa.com	(612) 840-5171
John Clark	jclark@essilorusa.com	(651) 328-3865
Bill Haffie (National Accounts)	bill.haffie@essilorusa.com	(206) 409-3673



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