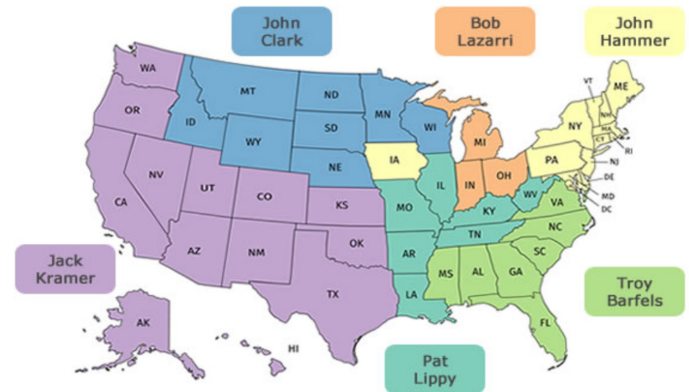


Topic	Who To Contact	How to Contact
<b>Customer Onboarding</b>	Essilor Sales Rep	Contact your rep via email or cell phone to begin onboarding process
<b>Customer Billing Info Update</b> <i>(Change Address, etc)</i>	Essilor Sales Rep	Contact your rep via email or cell phone to update Billing Info
<b>Customer Admin Contact Updates</b> <i>(New admins, contact info, etc)</i>	Essilor Sales Rep	Contact your rep via email or cell phone to update or add Administrators to your program
<b>EyeManage Website Issues</b>	Essilor Sales Rep	Contact your rep via email or cell phone if you are experiencing technical issues with the EyeManage website
<b>Product Changes (Program Allowances)</b>	Essilor Sales Rep	Contact your rep via email or cell phone to update product allowances for your program
<b>Changing or Adding Subgroups To Program</b>	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
<b>Billing Questions in EyeManage</b>	EyeMed	Email <a href="mailto:SightProtect@eyemed.com">SightProtect@eyemed.com</a>
<b>Mass Employee Roster Updates</b>	Essilor Sales Rep	Contact your rep via email or cell for assistance conducting mass updates to your employee roster(s)
<b>Purchase Order Updates</b>	Essilor Sales Rep	Contact your rep via email or cell for assistance updating your Purchase Order Number
<b>Compliments or Complaints About Program</b>	Essilor Sales Rep	Contact your rep via email or cell with all compliments or complaints/issues you would like to discuss
<b>Reinstating Benefits or Eligibility</b>	Essilor Sales Rep	Contact your rep via email or cell for assistance reinstating benefits or eligibility of employees
<b>Leads or Referrals</b>	Essilor Sales Rep	Contact your rep via email or cell, or visit our website at <a href="http://www.sightprotect.com">www.sightprotect.com</a> to identify anyone you thing would benefit from participating in this program
<b>General Inquiries</b>	Essilor Sales Rep	Contact your rep via email or cell regarding any general inquiries that are not listed
<b>3rd Party Invoicing Setup</b>	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
<b>Troy Barfels</b>	tbarfels@essilorusa.com	(803) 319-8179
<b>Jack Kramer</b>	jkramer@essilorusa.com	(951) 212-6640
<b>Bob Lazarri</b>	robert.lazarri@essilorusa.com	(586) 219-0343
<b>Pat Lippy</b>	patrick.lippy@essilorusa.com	(502) 592-9933
<b>John Hammer</b>	jhammer@essilorusa.com	(612) 840-5171
<b>John Clark</b>	jclark@essilorusa.com	(651) 328-3865
<b>Bill Haffie</b> <i>(National Accounts)</i>	bill.haffie@essilorusa.com	(206) 409-3673

