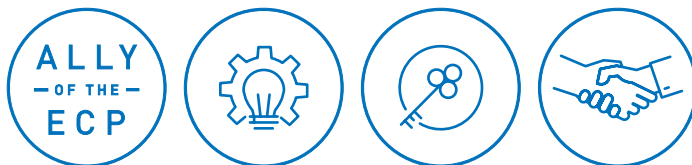


TO OUR VALUED INDEPENDENT ECP CUSTOMERS:



The impact of coronavirus (COVID-19) is continuing to impact people and countries around the world. Our top priority is the health and safety of your patients, our employees, our independent ECPs and communities. In addition, we understand the challenges facing your businesses and we aim to support your needs in any way we can.

Hoya Vision Care has executed pre-established business continuity plans and we are confident in our ability to ensure delivery of world class optical technology and support during these challenging times. We want to share Hoya Vision Care's commitment to your practice and the steps that we are taking to ensure we all persevere through these unprecedented times, together:



Extended Terms

As the Ally of the ECP, Hoya is committed to partnering with our valuable Independent ECP customers during the COVID-19 pandemic to provide temporary payment relief plans that are customized to your specific business needs. Temporary payment relief options may include 60-day payment terms, waiving of finance charges, and protections against discount forfeitures when payments are made according to mutually agreed upon plans. Please contact our dedicated temporary payment relief team at 833.340.7474 or HoyaCreditCollections@hoya.com to discuss which customized plan works best for you. Eligibility rules and terms and conditions apply.



Volume Discounts

Hoya understands that stability and assurance is at the heart of what our independent ECP partners need today. With that in mind Hoya has made the decision to temporarily decrease our volume discount thresholds to a reflect market variability, ensuring you maximize your potential discount. For the next 90 days, April through June, Hoya will amend the volume thresholds to align with independent optical market fluctuation. These monthly thresholds will be communicated well in advance by your Hoya territory sales manager. NET and package pricing will remain the same as it is not impacted by volume.



Warranties

Hoya believes the interests of our independent ECP partners and your patients are paramount. With that core belief in mind Hoya has made the decision to extend all warranties 3 months. Included in this policy are Rx Jobs where warranties expire March 1, 2020 through July 1, 2020.



2nd Pair Discounts

Hoya believes that selling 2nd pairs represents an important revenue opportunity for our Independent ECP Partners. As such, Hoya has made the decision to extend 2nd pair plans from 30 to 120 days after the initial invoice.



We are carefully monitoring the rapidly changing situation, following guidance from both the CDC and local health authorities. Our employees take seriously the cleanliness of our equipment and environment. We know that this is more important than ever. Lastly, we have significantly increased our remote capabilities to continue our independent ECP support efforts.

In short, your services combined with Hoya Vision Care lenses are a critical solution for millions in need of vision correction. Today and always, we feel privileged, and we are committed, to the delivery of world class patient care.

Please stay safe.
Sincerely,
Hoya Executive Team

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