

# LENSCRAFTERS CARES

## Frequently Asked Questions

### Q: How is this program different from the voucher program?

A: LensCrafters Cares is very similar to the voucher program, however, it is specifically designed for an eight-week run supporting COVID-19 hardship situations. The voucher program is a year-long opportunity. During this time, both programs run at the same time. If you have a voucher recipient during the LensCrafters Cares time period, please do the following:

- Use the OneSight Collection (unbranded) frames – the same frames as the LensCrafters Cares program for the eight weeks.
- Use your existing voucher process and voucher books for voucher recipients. The special LensCrafters Cares process should not be used for voucher recipients.
- Should voucher recipients contact your store during LensCrafters Cares, partner with your doctor to see how you can work together to support them during LensCrafters Cares time period.

### Q: Can I help more than three people per week?

A: We understand there is a lot of passion to support the local community, however, we are only providing enough eyewear to stores to support the volume of three recipients per week.

### Q: Can I start helping sooner than July 13?

A: In order to ensure all stores are ready and able to support recipients with enough eyewear, and our stores are fully operational, we ask that you do not schedule any LensCrafters Cares eye exams sooner than July 13.

### Q: How can I help OneSight help my community?

A: Fundraising enables OneSight to provide additional support programs in our communities, such as the voucher program, and provide vision clinics regionally and globally. When a customer or patient donates, it paves the way for these programs, so make sure to talk about OneSight with the patient during their exam and throughout the customer journey in store. If you've been on a clinic, share your personal story.

### Q: What if I know people in my community who need help?

A: OneSight is partnering with many national and local organizations. If you have an existing partnership with a local organization you would like to be considered, OR individual, refer them to [lenscrafterscares@onesight.org](mailto:lenscrafterscares@onesight.org) to get more information. We appreciate your referrals but please know we may not be able to leverage all of them through LensCrafters Cares. While we certainly want to help as many people as possible, stores and doctors are being asked to help three recipients per store per week during the LensCrafters Cares time period.

### Q: What happens if I have a recipient come in after LensCrafters Cares ends?

A: Follow the process for the OneSight voucher program.

### Q: What happens if my store gets more calls than others? I can only help three people a week. Should I just turn people away?

A: Do your best to schedule recipients for future weeks. You can also leverage the weekly reporting to see how stores in your region are doing, and whether they have capacity to help others.

### Q: What if my location's doctor has chosen not to participate in LensCrafters Cares?

A: If your doctor is not providing exams for LensCrafters cares, that's okay, your store will still participate and provide eyewear only. Once recipients receive their digital approval/referral, they will be able to view store locations, which will be noted as 'Providing Exams and Eyewear' or 'Providing Eyewear – Recipient Must Have Rx'. As recipients call, please confirm with them that they have a current prescription.