



April 3, 2020

Dear Valued Eye Care Professional,

The health and wellness of you, your patients and our employees is our top priority. As the COVID-19 pandemic and its impact continues to evolve, we want to assure you that we continue to be focused on doing all we can to support you and our entire global community during this time. To that end, we want to share several actions we are taking as we collectively face COVID-19. These include:

Helping Your Patients Access Lenses through Your Practice

- In working in close collaboration with our authorized distributors, we have eliminated shipping charges on direct-to-patient orders of two or more boxes to make it easier for you to ship our lenses directly to patients.
- We have developed a [digital rebate](#), so your patients can continue to have access to our annual supply savings.
- We have extended our rebate submission timeframe from 60 to 90 days, as well as allowing patients to continue to redeem their rebates on eligible purchases as long as they are authorized by a prescribing eye health professional (no proof of exam required).
- We have updated our rebate program so current patients can redeem a new annual supply rebate prior to our 12-month waiting period requirement, effective today through June 30, 2020.
- We have extended the warranty period for our Zenlens™ scleral lenses and all other custom lenses from 90 to 120 days.

Supporting the Health of Your Practice

- For those practices enrolled in Bausch + Lomb contact lens programs, your sales representative will be reaching out in the coming days to provide information on the changes we've made to further support your practice. These include:
 - Expediting the payment of first quarter growth rebates you may have earned.
 - Working with our authorized distributors to provide extended payment terms so you can better manage your practice cash flow.
 - Extending all promotional pricing lock-in programs and waiving or modifying minimum performance requirements through the second quarter.

Addressing the Pandemic with Company Wide Safety Precautions

- In an effort to help curb the spread of the virus, we have encouraged our entire team to work remotely when possible. Even though you may not physically be meeting with our team, we are working hard to provide the continuity of service you have come to expect from us.
- For our manufacturing employees, who are unable to work remotely, we are taking every precaution to ensure they are working as safely as possible, as prescribed by global public health organizations.

- We are also taking all necessary measures to ensure the consistency of our product supply, including routinely assessing our manufacturing and distribution processes to mitigate any potential risks.

Donating Health Care Products and Supplies through the Bausch Foundation

- Under the leadership of our parent company, Bausch Health, we are also taking additional steps across the organization to contribute to the fight against COVID-19. These include:
 - Converting an available production line to produce hand sanitizer at our Bausch + Lomb Jinan, China facility, which will be donated for health care providers, first responders and volunteers.
 - Ramping up the manufacturing of chloroquine and azithromycin in Europe with the goal of donating these products where and when needed.

We remain committed to doing all we can to support you, your patients and our global communities during this time. While we're all navigating these uncharted waters, I know we will get through this together.

In the interim, please do not hesitate to reach out to your sales representative, our customer service team at 1-800-828-9030 (soft lenses and lens care) or 1-800-253-3669 (custom lenses), as well as me directly should you have questions or additional needs.

Sending you all our best during these times and we look forward to connecting with you soon.

Best Regards,

A handwritten signature in black ink, appearing to read 'John Ferris', with a stylized, cursive script.

John Ferris

General Manager, U.S. Vision Care

Bausch + Lomb

JohnM.Jr.Ferris@bausch.com

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