



Seeing beyond

Dear Valued Partners and Friends,

The events of the past few weeks have rocked our nation and our industry to their core. We sincerely hope you, your family, your staff and your friends are all healthy and safe.

In the face of the unprecedented challenges posed by the COVID-19 virus, we wanted to let you know how ZEISS Vision Care is handling this situation and how we will continue to support you.

Consistent with ZEISS' core values, the health and safety of our partners and our employees is our highest priority. Therefore, we shifted all functions except for our manufacturing and distribution teams to a home office model 4 weeks ago.

Although our work environment, our schedules and our routines continue to change, our commitment to you and your success remains unchanged.

Here is a brief overview of how our teams will continue to be of service to you:

- Our **Customer Service** team is working remotely and ready to answer any questions, assist with orders and able to make any changes in shipping locations.
- Our **Sales** team is ready to support your needs and available to conduct remote trainings for you and your staff. All our Representatives are ready to engage via phone or virtual meetings.
- Our **Manufacturing** team continues to produce lenses in all our locations. We have implemented "social distancing" safety protocols and employee protection procedures.
- Our **Distribution Center** team continues to fulfill orders. We implemented a new option which allows you to ship packages directly to your patient's home address.
- Our **Product Management and Marketing** team launched a broad range of educational content via a multi-week [webinar series](#) consisting of over 50 live sessions through the end of April as well as six free [online CE courses](#). We also just kicked-off our first ever [ZEISS Virtual Expo](#), a unique way to discover and interact with the latest ZEISS innovations in 3D and with 360-degree, immersive views.

During this difficult time, you may be heartened to know that ZEISS microscopes and ZEISS semiconductor technologies are playing a vital role in the global efforts to find a COVID-19 vaccine.

Also, as a 100% foundation-owned company, ZEISS has weathered many storms during its 174 years of existence. We have learned to take a long-term perspective, to build lasting partnerships and to always support your continued success. This is who we are, this was our commitment to you before the current crisis and this is who we will be once these challenging times are behind us.

Last but not least, Team ZEISS would like to thank everyone in the healthcare industry who is supporting the fight against COVID-19. Please stay healthy and be safe. Together we will get through this and create an even brighter future.

Warm Regards,

Jens Boy

President ZEISS Vision North America