



We're Here for You.

In times such as these, when the world faces a truly unprecedented situation together, you can count on this: Your well-being is at the heart of everything we do, both now and in the future. VSP continues to closely monitor updates and follow guidelines from the Centers for Disease Control, World Health Organization, and the National Health Service.

During this national emergency, we encourage VSP members to contact their VSP network doctor to confirm and/or reschedule appointments and verify practice hours.

Our top priority is the health and safety of our communities, including VSP Global employees, partners, brokers, members, charitable partners, and network providers. In this challenging environment, our conservative approach to safety includes:

- All non-essential business travel has been cancelled/postponed for the near term.
- In-person meetings are being converted to video and conference calls.
- Our teams have ready access to remote team collaboration technologies.
- We are transitioning our workforce to be primarily remotely based, while maintaining a level of on-site staff to support central essential operations.

VSP has long maintained a proactive business continuity program designed to cover all hazards, including the possibility of a flu pandemic such as COVID-19.

We will continue to monitor the situation and make decisions based on what's best for VSP Global employees and our communities. Our commitment to you doesn't waver in challenging times. As the situation remains dynamic, we remain committed to providing information and communications as needed to ensure you receive the support, resources, and service you've come to expect from VSP.

Thank you for your partnership and should you have questions, please don't hesitate to call and speak to a representative at **855.218.4746**.