

## FAQs

### **Why have Marco and Lombart combined?**

Coming together as Marco Lombart enables us to better serve our customers and the industry in today's evolving environment. Shifts in the marketplace—such as an aging population, the rise in medical eye care needs, technology advancements, and the changes in how eye care is delivered—have placed more pressure on practices than ever before to meet consumer demand and deliver quality care.

Through Marco Lombart, the industry is provided with one equipment partner that offers eye care's most advanced technology, broadest product portfolio and focused, consultative expertise. That enables us to help practices make informed investments driven by their goals and economic realities.

Ultimately, customers are given more simplicity and efficiency through one, unified team when making equipment and service decisions. We empower our customers to be their unique best.

### **What are the primary benefits for legacy customers of Marco and Lombart?**

Legacy customers of both Marco and Lombart are receiving the best of both worlds through the new Marco Lombart.

#### ***More Choices from One Partner***

Under one organization, customers will have access to Marco's advanced technology and products along with Lombart's broad portfolio of options. Together, it's a full menu of solutions to elevate customers' standard of care while living within their practice economics. We'll deliver that as one partner, with no conflicts of interest.

#### ***Focused Expertise to Empower Your Best Practice***

As one unified team, each Marco Lombart area manager will offer comprehensive knowledge of our entire portfolio. They will use that expertise to serve as invested consultants for customers' practices, finding product alternatives and solutions that best fit specific practice priorities.

#### ***An Efficient, Simple and Supported Customer Experience***

Each customer will be served by one Marco Lombart area manager, and administrative functions of both organizations will be consolidated into one unit. Customers will also continue to have access to ancillary support, including service and protection plans as well as financing programs. All of this will generate an efficient and supported experience, resulting in more time and resources to serve your practice and patients.

### **Are my current Marco and Lombart representatives changing?**

Every practice will be served by one Marco Lombart area manager, who is well versed in our entire portfolio. Therefore, instead of having two representatives (for Marco and Lombart), customers will now be served by one, dedicated expert.

Some customers will retain one of their representatives while others may receive a new representative altogether. Regardless of the change, each customer's area manager will be in contact soon to support any transition.

In the meantime, please contact us with questions: [info@marcolombart.com](mailto:info@marcolombart.com).

### **Are any product lines or offerings from Marco and Lombart changing?**

There are no immediate plans to adjust or discontinue existing product lines or offerings. Should that change in the future, we will be sure to share the news in a timely manner.

### **How does this impact billing?**

Instead of individual Marco and Lombart invoices, customers who previously engaged one or both companies will now receive one singular Marco Lombart invoice. Customers will still receive Advancing Eyecare accounts receivable statements. The remit address and contact information for all billing matters will remain the same. Those are pasted below for your convenience.

Remit Address: PO Box 743191, Atlanta, GA 30374-3191

Contact Information: Advancing Eyecare Accounts Receivable Department  
[AR@advancingeyecare.com](mailto:AR@advancingeyecare.com)  
855-777-2020, Option 5

### **Who is Advancing Eyecare and what is its role?**

Advancing Eyecare is the holding company for many leading eye care equipment brands, including Marco Lombart.

What's most applicable to customers is that Advancing Eyecare also serves as an ancillary support and services business unit for Marco Lombart, providing repair and maintenance services, protection plans and financing programs. This includes access to one of the largest in-house, manufacturer-trained service technician network in North America.

To learn more about Advancing Eyecare, please visit [www.advancingeyecare.com](http://www.advancingeyecare.com).

### How do I learn more?

We are excited to unveil a new website in the coming weeks. Your area manager will also be in touch with you soon. In the meantime, you may contact [info@marcolombart.com](mailto:info@marcolombart.com) with more immediate questions.

