



**Dear Valued Customer,**

We hope you, your family, and entire staff are all doing well and remaining safe and healthy. We would like to acknowledge that the challenging effects of COVID-19 had created unprecedented disruption in our normal service levels which adversely impacted your office and your patients, and for that, we apologize.

We have made many improvements and are happy to announce that we have returned to our former service levels that you and your patients expect from NASSAU OOGP. In an effort to better serve you and your patients some of our aforementioned improvements include:

**Distribution**

We have made continued expansions to all of our distribution centers and have increased staffing capacity to decrease labor shortages resulting in decreased turn times. We continue to hire additional staff to work out of the service centers to match the increased demand and continue to exceed our staffing goals. Through all these implementations we have been able to restore our services level back to where they were before the pandemic struck and we continue to see these levels improve daily.

**Customer Service**

The labor shortages related to distribution had created 3x more inbound service inquiries within all our customer service channels. We recognize and apologize for the longer than normal hold times, and at times, the inability to connect to our Customer Care Team. The stabilization of our distribution fulfillment directly correlated to a balance of inbound service inquiries. Additionally, we have increased the number of agents to our Customer Care Team to ensure that we exceed your service expectations.

Our new live online chat feature has been added to our online ordering websites. We encourage you to try the chat feature and find it to be a convenient tool to connect with us. Should you chat with us after hours, it will automatically send your chat to our email and we will respond within 24 hours.

**Continuing Challenges**

As we continue to improve from within, there are still indirect obstacles that we face. Manufacturers of a few of our products are facing their own challenges that are contributing to our order fulfillment delays. We are actively working on ways to increase better visibility to products impacted by these delays and will be sending out communications once they become available.

UPS and other shipping couriers are experiencing delays and unprecedented complexities due to local, state and government regulations, which have required them to constantly reassess their operations. UPS has implemented rate increases and suspended the UPS Service Guarantee for all shipments from any origin to any destination and are not guaranteeing delivery times for UPS Next Day Air Saver® and UPS 2nd Day Air A.M.® until further notice as well.

Our promise to be your preferred partner of choice and provide you with the best service and products possible to address your needs and the needs of your patients is still, and always will be, our number one priority. We are assured that the steps we have taken will minimize the impact to your business on a daily basis and that these new tools and processes will create a better working relationship in the years to come. Your continued support is vitally important as we travel the road of recovery together. We will continue to share updates as may be helpful.

**Thank you for your patience and partnership,  
NASSAU OOGP Vision Group**