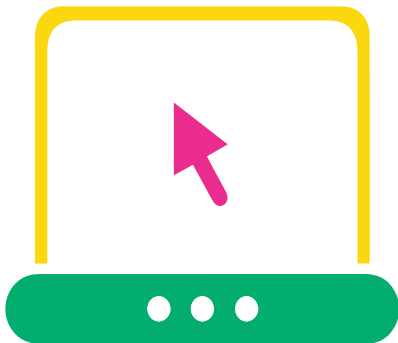


Using the Surency Vision Member Account

You can easily log in or register for your Member Account at **SURENCY.COM**.

PLEASE NOTE that dependents over the age of 18 will need to register for their own account.

Learn how to navigate the Surency Vision Member Account by clicking on a topic to learn more.



HOME PAGE

BENEFITS

SPECIAL OFFERS

FIND AN EYE DOCTOR

ESTIMATE COSTS

CLAIMS

INTERNATIONAL

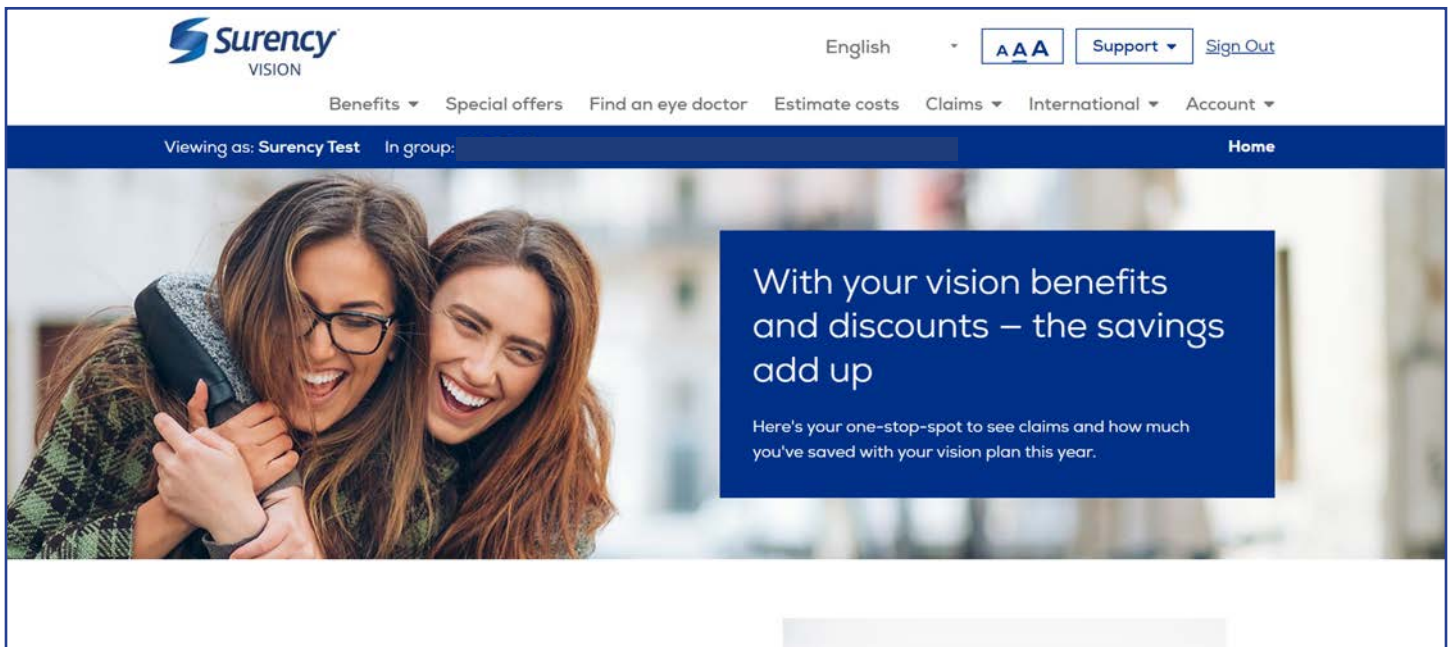
ACCOUNT

SUPPORT

HOME PAGE



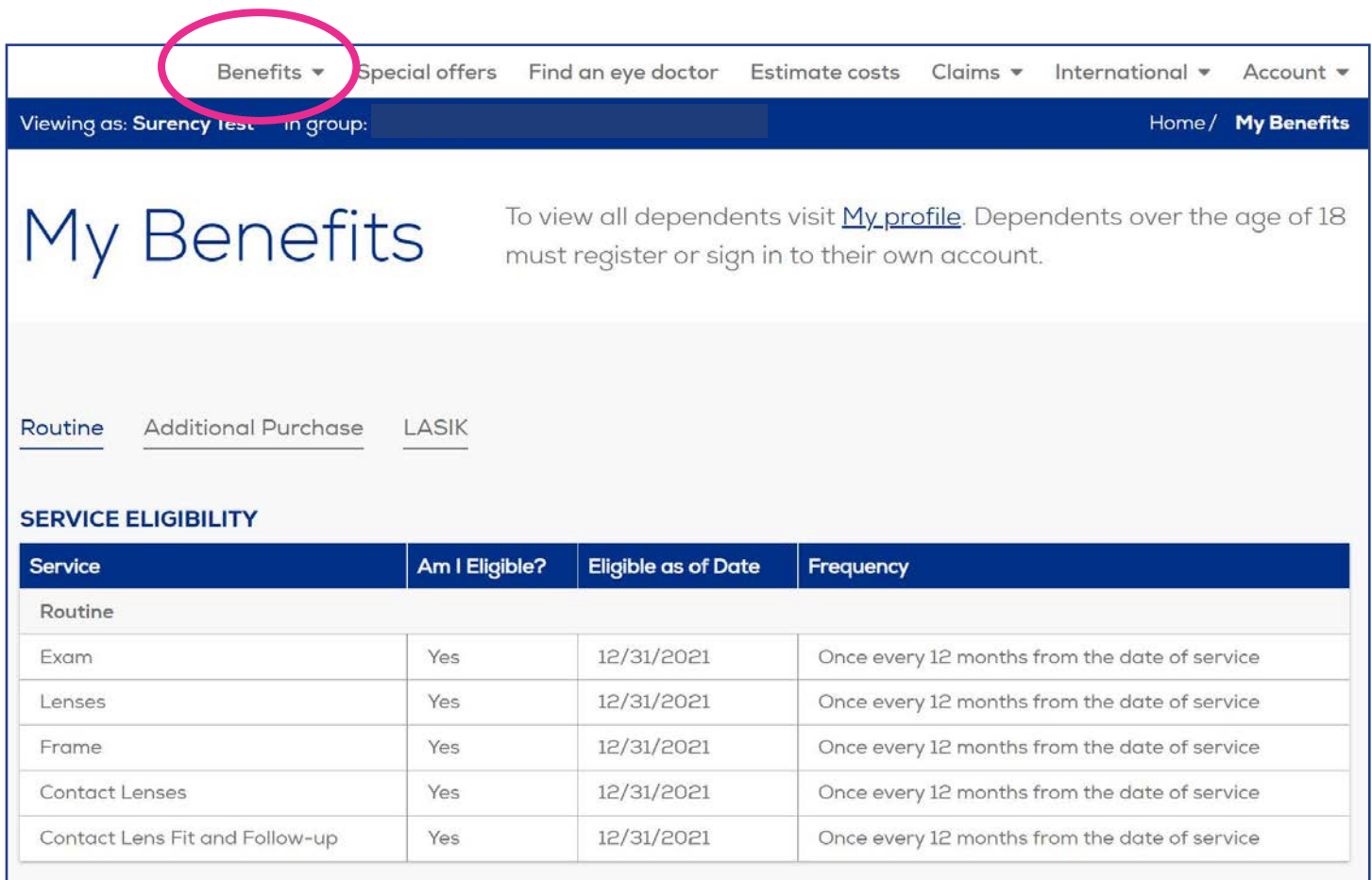
The **HOME** page is what you'll see after logging in at **Surency.com**. This page allows for quick access to a provider search, benefits and to view your latest claims.



866-818-8805 • Surency.com

The **BENEFITS** tab provides access to eligibility information, benefit coverage and any restrictions.

Additional purchase and LASIK discounts can also be viewed here.



Benefits ▾ Special offers Find an eye doctor Estimate costs Claims ▾ International ▾ Account ▾

Viewing as: Surency test in group: Home / **My Benefits**

My Benefits

To view all dependents visit [My profile](#). Dependents over the age of 18 must register or sign in to their own account.

[Routine](#) [Additional Purchase](#) [LASIK](#)

SERVICE ELIGIBILITY

Service	Am I Eligible?	Eligible as of Date	Frequency
Routine			
Exam	Yes	12/31/2021	Once every 12 months from the date of service
Lenses	Yes	12/31/2021	Once every 12 months from the date of service
Frame	Yes	12/31/2021	Once every 12 months from the date of service
Contact Lenses	Yes	12/31/2021	Once every 12 months from the date of service
Contact Lens Fit and Follow-up	Yes	12/31/2021	Once every 12 months from the date of service

SPECIAL OFFERS



Use the **SPECIAL OFFERS** tab to find the latest member-only special offers that include discounts and rebates on things like frames and contacts. New offers are added often, so be sure to check this page before heading to your next appointment.

Surency
VISION

English Support [Sign Out](#)

Benefits **Special offers** Find an eye doctor Estimate costs Claims International Account

Viewing as: Surency Test In group: Home / **Special Offers**

LENSCRAFTERS

Exclusive \$50 Bonus on top of EyeMed Vision Benefits for a new look from LensCrafters

Explore a wide assortment of designer frames at LensCrafters and enjoy a \$50 bonus on top of your benefits to use on a personalized vision solution.

[Disclaimer](#) [Download PDF](#) Expires: 01/31/2023

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FIND AN EYE DOCTOR



The **FIND AN EYE DOCTOR** tab will automatically search for a provider in your network. You can search for a provider by location, doctor name, hours & scheduling, services or products provided, languages spoken and more. Once you find your provider you can even schedule an appointment at select locations directly from your Member Account.

You can also find online and LASIK in-network providers on this page.

The screenshot shows the Surency VISION website interface. At the top left is the Surency VISION logo. To the right are links for 'English', 'Support', and 'Sign Out'. Below these are navigation links: 'Benefits', 'Special offers', 'Find an eye doctor' (circled in pink), 'Estimate costs', 'Claims', 'International', and 'Account'. A dark blue bar below the navigation contains 'Viewing as: Surency Test', 'In group:', and 'Home / Provider Locator'. The main heading is 'Find an eye doctor'. Below this are three search options: 'Search by location' (with a location pin icon), 'Search by doctor' (with a doctor icon), and 'Online & Lasik' (with a laptop icon). At the bottom, there is a 'Zip code' input field and a 'SEARCH BY ZIP' button.

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ESTIMATE COSTS

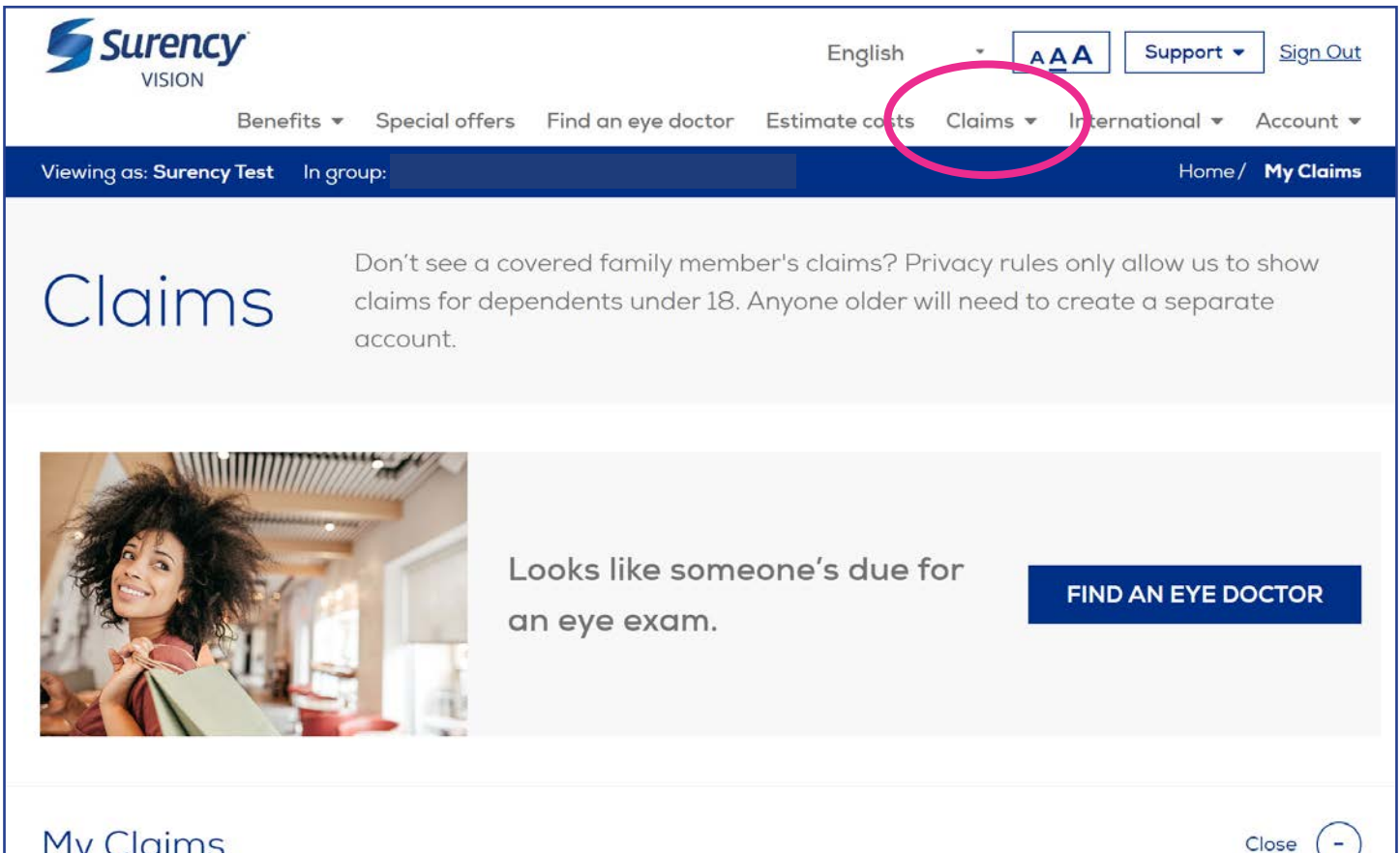


Use the **ESTIMATE COSTS** tab to estimate your out-of-pocket costs before your next appointment. This tool includes simple, clear definitions of common vision products and add-ons. You'll receive a range of costs based on your choices and applied vision benefits.

The screenshot shows the Surency VISION website interface. At the top, the navigation bar includes the Surency VISION logo, language selection (English), font size (AAA), and links for Support and Sign Out. Below this, a secondary navigation bar contains links for Benefits, Special offers, Find an eye doctor, **Estimate costs** (highlighted with a pink circle), Claims, International, and Account. The main content area is titled 'What are you looking for?' and prompts the user to 'Select the service you want an estimate for'. It shows an 'Estimated out of pocket cost \$0'. Two main options are presented: 'Eye Exam Only' (with an icon of eyes) and 'Vision Products' (with an icon of glasses). A pop-up window titled 'EXAM ONLY ESTIMATE' displays 'Estimated Out of Pocket Cost: \$0'. Under 'Your Selections', 'Eye Exam Only' is selected, and a message states 'You saved \$115!' with a 'RESTART' link. Below this, 'Special Offers' are listed for LENS CRAFTERS and GLASSES.COM. On the right side of the pop-up, 'Member Discounts' are listed, and at the bottom, there is a section to 'Book an appointment with your provider' with a zip code input field and a 'FIND YOUR PROVIDER' button.

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Use the **CLAIMS** tab to view past claims for you and your dependents under the age of 18. Here you can click to view your Explanation of Benefits for each claim.



The screenshot shows the Surency VISION website interface. At the top left is the Surency VISION logo. On the right, there are links for "English", "AAA", "Support", and "Sign Out". Below this is a navigation bar with "Benefits", "Special offers", "Find an eye doctor", "Estimate costs", "Claims", "International", and "Account". The "Claims" link is circled in pink. Below the navigation bar, it says "Viewing as: Surency Test" and "In group:". On the right side of this bar are "Home" and "My Claims" links. The main content area has a "Claims" heading and a paragraph: "Don't see a covered family member's claims? Privacy rules only allow us to show claims for dependents under 18. Anyone older will need to create a separate account." Below this is a promotional banner with an image of a woman and the text "Looks like someone's due for an eye exam." with a "FIND AN EYE DOCTOR" button. At the bottom left is a "My Claims" link and at the bottom right is a "Close" button with a minus sign icon.

INTERNATIONAL

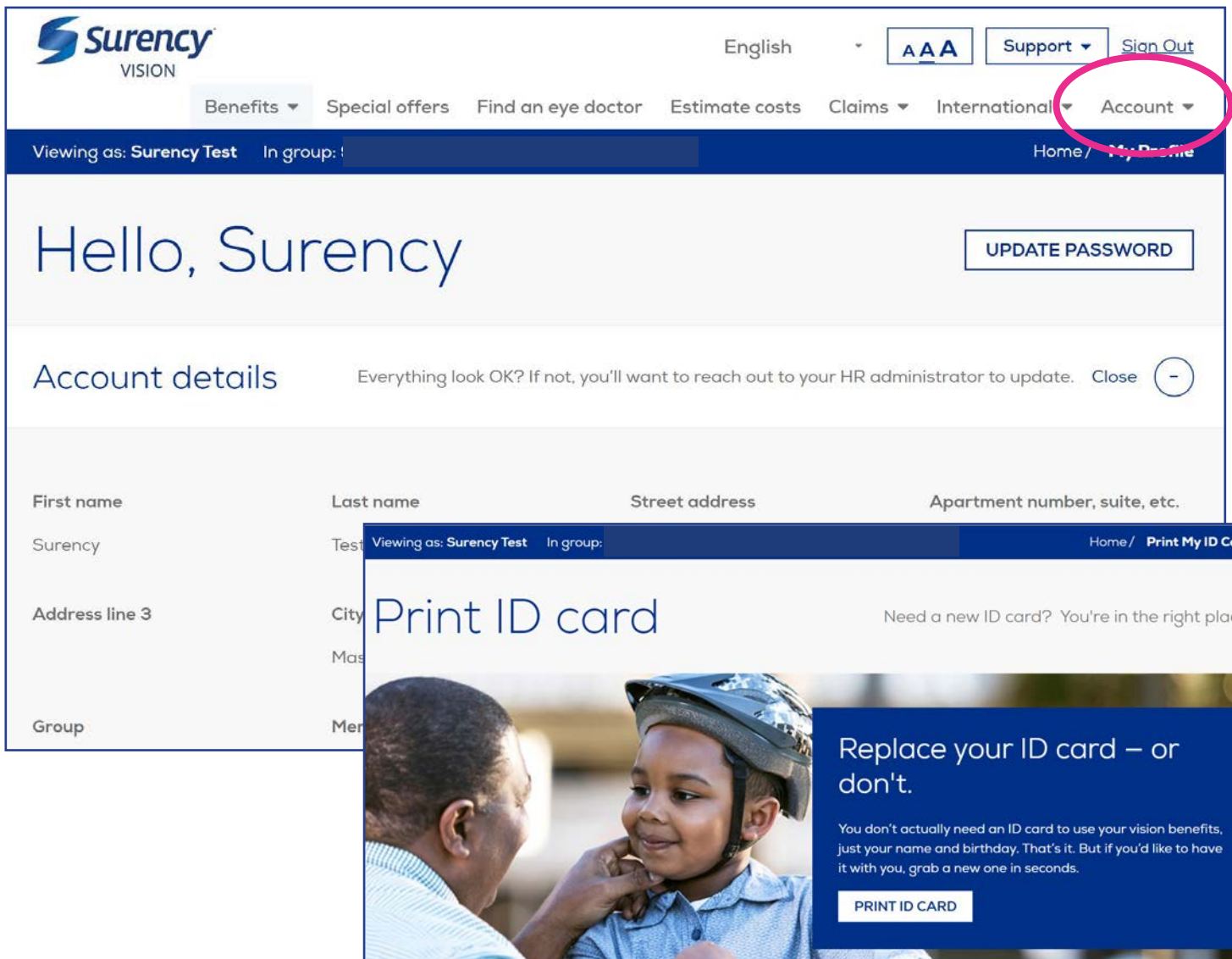


The **INTERNATIONAL** tab provides details on using your benefits outside of the United States. As a Surency Vision member, you get international travel perks including temporary emergency glasses within 24 hours.

A screenshot of the Surency Vision website. The top navigation bar includes the Surency VISION logo, a language dropdown set to 'English', a font size selector set to 'AAA', a 'Support' dropdown menu, and a 'Sign Out' link. Below this is a secondary navigation bar with links for 'Benefits', 'Special offers', 'Find an eye doctor', 'Estimate costs', 'Claims', 'International' (highlighted with a red circle), and 'Account'. A dark blue banner below the navigation contains the text 'Viewing as: Surency Test' and 'In group:'. The main content area features a large heading 'Vision care without borders' and a photograph of a smiling man with glasses. A dark blue callout box on the right contains the text 'International Travel Solution' and a paragraph: 'A lot can happen when you travel overseas. If something happens to your eyewear, your vision benefits can help get your trip back in focus.'

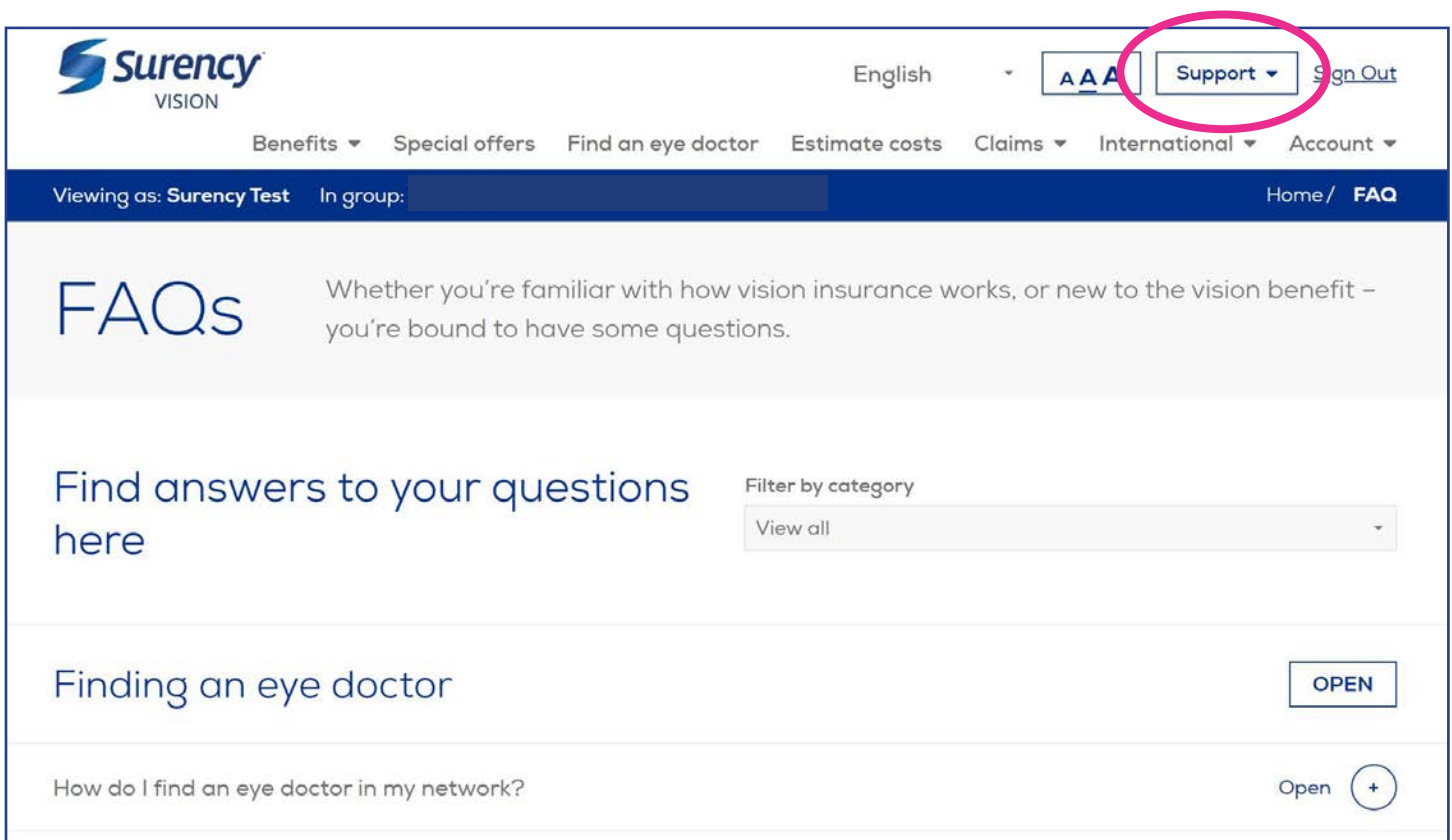
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Use the **ACCOUNT** tab to view your account details, update your communication preferences, update your password and print your member ID card.



The screenshot shows the Surency VISION account portal. At the top right, the 'Account' tab is highlighted with a red circle. Below the navigation bar, the user is greeted with 'Hello, Surency' and an 'UPDATE PASSWORD' button. The 'Account details' section is active, displaying a message: 'Everything look OK? If not, you'll want to reach out to your HR administrator to update. Close'. A table with columns for 'First name', 'Last name', 'Street address', and 'Apartment number, suite, etc.' is partially visible. Overlaid on this is a 'Print ID card' window with the text: 'Need a new ID card? You're in the right place. Replace your ID card – or don't. You don't actually need an ID card to use your vision benefits, just your name and birthday. That's it. But if you'd like to have it with you, grab a new one in seconds. PRINT ID CARD'.

Under the **SUPPORT** tab you'll find access to FAQs, resources and contact information.



The screenshot shows the Surency VISION website interface. At the top left is the Surency VISION logo. To the right of the logo are links for "English", "Support" (highlighted with a pink circle), and "Sign Out". Below these are navigation links: "Benefits", "Special offers", "Find an eye doctor", "Estimate costs", "Claims", "International", and "Account". A dark blue banner below the navigation contains "Viewing as: Surency Test" and "In group:". On the right side of the banner are "Home/" and "FAQ". The main content area features a large "FAQs" heading followed by the text: "Whether you're familiar with how vision insurance works, or new to the vision benefit - you're bound to have some questions." Below this is a section titled "Find answers to your questions here" with a "Filter by category" dropdown menu set to "View all". A card titled "Finding an eye doctor" has an "OPEN" button. Below the card is the question "How do I find an eye doctor in my network?" with an "Open" button and a plus sign icon.