

ORIGINAL EYECARE FAQs

Q. I am a Co-op Colleague where can I find out about the eyecare scheme and how to apply for a free eye test?

A. Co-op Intranet - <https://colleagues.coop.co.uk/eye-tests-and-glasses>

Q. How do I get a voucher for an eye test?

A. Your eyecare plan details will be emailed or texted to you within 3 working days of applying through the eyecare scheme. Book an appointment at your chosen Boots optician and take your eyecare plan details with you.

(If you live in Scotland where eye tests are free, you'll still need to apply for an eyecare voucher if you need glasses)

Q. How often can I have an eye test

The Group will cover the cost of an eye test (& glasses if applicable) every two years as stated by

government guidelines unless there is a medical reason (verified by your doctor/optician that requires an annual test)

Q. What if I have a query regarding my eye test?

Contact: ASE Corporate Eyecare Customer Service Team on
0844 800 4028 or at cs@eyecareplans.co.uk

Or

Contact: HR Services Team on
0330 606 1001 or at hrrservices@coop.co.uk

Q. How do I claim back my eye test cost if I do not use the Group's scheme and use a different optician?

Email hrrservices@coop.co.uk with a copy of your receipt they will then email you an authorising memo – the memo and your original receipt should then be processed through the Group's expense process

Q. How much can I claim back for my eye test if I use a different optician

The colleague can claim back £10.00 only towards the cost of the eye test.

Q. Can I claim back the cost of my glasses if I use a different optician

No.

Q. Am I entitled to a replacement if I lose or break my glasses within two years of my eye test?

No, the colleague needs to claim back through their home insurance – under government guidelines we only need to provide eye tests / glasses every 2 years and are not liable for any replacement glasses in case of loss or breakages. They would also have to pay for their eye test in this instance