

Subject: A note from Lisa Praeger, Alcon's new VP of US Vision Care Sales

From: Alcon US Vision Care Sales

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April 21, 2020

Dear Valued Eye Care Professional,

I hope you and your loved ones are staying safe and healthy during this time. In my more than 30 years at Alcon, these are by far the most challenging times for our company, customers and community at large. I know the COVID-19 situation is causing unprecedented hardship for you, your staff and patients, and want you to know that we are in this together.

I'd like to introduce myself. I'm Lisa Praeger, the newly appointed Vice President of U.S. Vision Care Sales at Alcon. My colleague Ben Nobles retired after 28 dedicated years at Alcon and I am humbled to lead our sales force through such a unique time for the optometry community. I know you have come to trust and rely on Ben over the years, and have appreciated the way he has lead our sales team to meet your needs. My goal is to take the baton and continue carrying forth Alcon's promise to help people See Brilliantly.

I joined Alcon in 1989 as a Vision Care Sales representative in San Francisco, and have held sales and leadership positions in Pharma, Vision Care, Surgical, and most recently, U.S. Commercial Operations. My track record allows me to uniquely understand your needs, and I have been working tirelessly in the background with our sales team and leadership to be flexible and responsive for you and your patients during this time.

In the short term, my focus is to make sure you have what you need from our Sales Force to continue servicing your patients amidst these challenges and,

eventually, help you return back to your office stronger than ever. Long term, I look forward to opportunities to meet face-to-face to hear about your needs and receive feedback on how our team can serve you best.

It's nice to be "home" again in Vision Care Sales. Let me and my team know how we can help during these unprecedented times.

Please stay safe and healthy,

A handwritten signature in black ink that reads "Lisa Praeger". The signature is written in a cursive style with a large initial "L" and "P".

Lisa Praeger

Alcon Vision, LLC

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