

Frequently asked *questions*

Vision care partnership



General

What is Manulife's vision care partnership?

We've partnered with FYidocors®, BonLook®, and Visique® to offer you and your eligible family members added convenience, greater value, and more choice when it comes to vision care. We're helping make it more convenient to book eye exams and more affordable to purchase quality frames, lenses, and contacts at discounted prices. Choose to visit any of the 300+ locations across Canada or connect online through the Manulife Mobile app or plan member site for your eyewear needs.

Do I have to use the vision care partners?

No. Using this service is completely optional. There is no obligation to visit FYidocors®, BonLook®, or Visique® for your vision care needs. You can choose to visit the eye doctors and opticians of your choice and continue to submit vision claims to your benefits plan as usual.

Services

What services are available through the vision care partners?

You and your eligible family members have the option to conveniently:

- book appointments for eye exams through the Manulife Mobile app or plan member site
- shop for glasses or contact lenses online (with a valid prescription from the eye doctor of your choice) or in person and enjoy discounts on eyewear which may help lower your out-of-pocket costs
- choose from a wide selection of quality brands, current styles from name-brand designers, and other eyewear options that can help meet your lifestyle and fashion needs – to help you see and feel your best at work and in life
- get access to vision health tips to learn more about protecting your overall eye health

What discounts are offered?

When you choose to shop for quality eyewear through our vision care partners, you'll get*:

- 22% off regular priced frames and lenses
- 12% off regular priced contact lenses
- an additional 5% off other promotions (excluding contact lenses)

*Offer valid until May 30, 2028. Offer subject to change without notice.

How do I get the discounts on eyewear?

There are 2 ways to shop and save:

1. In person:

- visit any FYidocors®, BonLook®, or Visique® store across Canada – over 300 locations to choose from!
- explore a wide range of styles, including designer brands, for any occasion
- present your physical or digital benefits card to show you're a Manulife group benefits member
- enjoy convenient checkout with direct billing to Manulife* for in-clinic purchases if your vision coverage is with Manulife

*Some limitations and exceptions apply.

2. Online:

- connect with our vision care partners through the Manulife Mobile app or plan member site to shop online with a valid prescription (prescriptions are reviewed by the clinical team before being fulfilled)
- discounts will be applied automatically at checkout – it's that easy!
- submit vision claims to your benefits plan as usual through the Manulife Mobile app or plan member site (direct billing for online purchases is on the future roadmap)

Are there discounts on eye exam costs?

No. The vision care partnership includes discounts on prescription eyewear: frames, lenses, including sunglasses, and contacts. Eye exams are not included.

Can I book an eye exam online?

Yes! You can book an appointment for an eye exam or follow-up through the Manulife Mobile app or plan member site.

- **From the Manulife Mobile app:** Go to the 'Get care' section of the app. Click on 'Vision care services' and then 'Access FYidocors' button to book an eye exam or start shopping online!
 - **From the plan member site:** Once logged in, navigate to 'Vision care services' either from the 'Get care' section or 'Healthcare services' drop-down menu depending on your access.
- **Can I use a prescription from my own eye doctor to purchase glasses or contact lenses from the vision care partners to get the discount?**
Yes! You can bring a valid prescription from the eye doctor of your choice and still get discounts when you purchase frames, lenses, or contacts from FYidocors®, BonLook®, or Visique®.

Access

How do I access the vision care partners?

When shopping in-store at any FYidocors®, BonLook®, or Visique® location, you can present your physical or digital benefits card to show you're a Manulife group benefits member to get discounts on frames, lenses, and contacts. If your vision coverage is with Manulife, you can enjoy convenient checkout with direct billing to us* for in-clinic purchases.

You can seamlessly access FYidocors through the Manulife Mobile app or plan member site to book appointments or follow-ups with an optometrist or shop online with a valid prescription to purchase new eyewear.

- **From the Manulife Mobile app:** Go to the 'Get care' section of the app. Click on 'Vision care services' and then 'Access FYidocors' button to book an eye exam or start shopping online!
- **From the plan member site:** Once logged in, navigate to 'Vision care services' either from the 'Get care' section or 'Healthcare services' drop-down menu depending on your access.

*Some limitations and exceptions apply.

Who's eligible?

Who can use the vision care partnership?

All group benefits members and their eligible family members – with or without vision coverage at Manulife – can enjoy convenient appointment booking online and discounts on quality eyewear when you choose to shop with our vision care partners.

Coverage

Am I covered?

If your vision coverage is with Manulife, you can check your coverage and balance information on the Manulife Mobile app and plan member site:

- **From the Manulife Mobile app:** Go to the 'Coverage' tab, select your name or your dependant's, and scroll down to choose your vision claim type (contact lenses, eye exams, glasses, etc.) to check your balance and maximum amounts.
- **From the plan member site:** Once logged in, scroll down to 'Coverage and balances' from the home page and click the 'vision' tab. Or, navigate to the 'Coverage' tab and choose 'vision coverage and balances' from the drop-down menu.

If you have vision coverage outside of Manulife, check with your provider for details; you may still be able to get part of your vision expenses reimbursed.

Get more eye health from your benefits.

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