

# Johnson & Johnson

**Dear Valued Customer,**

Johnson & Johnson Vision has traditionally absorbed the costs associated with credit card processing. We now have begun implementing a nominal credit card processing fee for all credit card payments. We appreciate your understanding as we make this adjustment and will continue to offer alternative ways to pay your invoices to avoid this fee.

- **Preventing Disruption:** To prevent delays in your orders during system enhancements, please provide a valid zip code for the card you have on file.
- **Avoiding Fees:** Surcharging will apply to all credit card transactions; this fee can be avoided by switching to e-check (EFT/ACH) or paper check.
- **Notification:** You will be informed about any potential surcharge before payment authorization. The surcharge percentage is impacted by several factors, including the type of card used, state surcharge regulations, and applicable surcharging rules.
- **No Profit from Fees:** The surcharge will not exceed our actual processing costs. By law, we cannot and will not profit from this fee. Additionally, J&J will absorb all sales tax associated with the surcharge amount.
- **Support Available:** Should you need any assistance with setting up a new payment method, our Customer Service team is here to help. If you have any questions or concerns, please feel free to contact our Customer Service team at 1-800-874-5278.

We comply with all state and federal regulations. The credit card processing fee up to 3% will be applied to transactions in eligible states. In Oklahoma, the surcharge is limited to 2% in accordance with state law, amendment to Okla. Stat. tit. 14a, § 2-211.

**The Johnson & Johnson Vision Team**