

## **Specsavers Frequently Asked Questions (FAQs)**

This document covers some of the commonly asked questions about the School's arrangement with Specsavers for supporting staff who use display screen equipment – also known as Visual Display Units (VDU) – as a significant part of their role. Please contact [Humanresources@lse.ac.uk](mailto:Humanresources@lse.ac.uk) if you have a question which is not addressed here.

### **How do I request a Specsavers voucher?**

You can request a Specsavers voucher through [MyHR](#) – the link is visible in the 'Latest company news' carousel. Please note that the same voucher should be used for both the eye test and the cost of new glasses (if prescribed by the optician).

Please note that LSE is unable to reimburse staff retrospectively for the cost of an eye test or glasses. This means that you should request your voucher in advance - it is recommended that you submit your request for a voucher at least a few days before the day on which you plan to use the voucher.

### **How long does it take a Specsavers voucher to be issued after it has been requested?**

After you've requested a voucher using the process above, the voucher will typically arrive in your inbox within 24 hours (if you cannot see the voucher in your inbox, please check the Junk folder). If your voucher has still not arrived, please contact [humanresources@lse.ac.uk](mailto:humanresources@lse.ac.uk) and we will look into this for you.

### **I understand that the Specsavers benefit includes one voucher for an eye test every two years. My optometrist has advised that I undergo an eye test once a year; is it possible to apply for a new voucher every year?**

The general cycle of Specsavers vouchers is to issue a new voucher every two years, but a new voucher can be issued earlier if you are advised by your optometrist to undergo an eye test more frequently. If this is the case, simply submit a request for a new voucher as normal; the processing team at Specsavers may ask you to confirm why you need the new voucher.

### **I would like to keep my current glasses but buy new lenses for them; does the Specsavers benefit cover new lenses?**

The Specsavers vouchers do not cover the cost of buying new lenses for an old frame. The voucher covers a sight test + a pair of glasses from the £50 range or a £50 contribution to a more expensive pair of glasses if the glasses are required solely and specifically for VDU

use. Also, the premium club discount is built into this voucher, meaning a further £20 off if you choose glasses from the £100+ range – this means that you can get £70 off a pair of glasses from the £100 range. If you don't qualify for the £50 contribution, you can still use the £20 off glasses in the £100 range.