

Who To Contact

Area	Topic	Support Source	Path	Resource For:	
				Employee	Supervisor or HRBP *
Benefits	401K Plan	Fidelity	800-742-4015 or www.401K.com	X	
Benefits	Aetna Dental Benefits	Aetna	877-238-6200 or www.aetna.com	X	
Benefits	Annual Eyewear Certificate Replacement	Alight	compeyewear@alight.com		X
Benefits	Anthem Medical	Anthem	866-251-1701 or www.Anthem.com	X	
Benefits	Canada Benefits	SEB	866-431-8484	X	
Benefits	Canada RRSP/DPSP Retirement	Penmore	866-229-2212 or retirement@penmore.com	X	
Benefits	Cigna Dental Benefits	Cigna	800-244-6224 or www.mycigna.com	X	
Benefits	COBRA Benefits	Alight	866-431-8484 or www.benefits.essilorluxottica.com	X	
Benefits	Discount and Voluntary Benefits	BenefitsHub	866-431-8484 or www.benefits.essilorluxottica.com	X	
Benefits	Employee Assistance Program (EAP) US & PR	Anthem	833-914-0267 or www.anthemeap.com	X	X
Benefits	Employee Assistance Program (EAP) Canada	Anthem	877-847-4525	X	X
Benefits	HSA Balances or Distributions	Fidelity	800-742-4015 or www.401K.com	X	
Benefits	HSA Enrollment or Contribution Changes	Alight	866-431-8484 or www.benefits.essilorluxottica.com	X	
Benefits	Leave of Absence	Sedgwick	866-431-8484 or logon to MPD>My Leave	X	X
Benefits	Optum Rx	Optum	866-868-0333 or www.OptumRx.com	X	
Benefits	US Full Time Benefit Questions	Alight	866-431-8484 or www.benefits.essilorluxottica.com	X	
Benefits	US Part Time Benefit Questions	Benefit Hub	866-664-4621 or customercare@benefitshub.com	X	
HR Technology / Data	Date of Hire Change	HR Service Portal	MPD>HR Service Portal>Chat or Email	X	X
HR Technology / Data	Direct Reporting Issue	HR Service Portal	MPD>HR Service Portal>Chat or Email	X	X
HR Technology / Data	My Personal Desk	HR Technology Team	MPD>HR Service Portal>Chat or Email	X	X
HR Technology / Data	Personal Change: address, marital, DOB, name, SSN/SIN	HR Service Portal	MPD>HR Service Portal>Chat or Email	X	X
HR Technology / Data	SAP HCM	HR Technology Team	See MPD and HDA End User Tool_V2		X
HR Technology / Data	SuccessFactors System Related Issue	HR Technology Team	HRis_support@luxotticaretail.com	X	
HR Technology / Data	Termination in Error	HR Service Portal	MPD>HR Service Portal>Chat or Email	X	X
IT & Telecom	IT & Telecom	IT	513-765-2222; Legacy Essilor 866-215-0274	X	

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Payroll, PTO	PTO Donation/Give A Day	HR Service Portal	MPD.HR Service Portal>Chat or Email	X	
Payroll, PTO	Tax Questions	HR Service Portal	MPD>HR Service Portal>Chat or Email	X	
Payroll, PTO	W2/T4 Online	HR Service Portal	MPD>HR Service Portal>Chat or Email	X	
Payroll, PTO	Direct Deposit Reject	HR Service Portal	MPD>HR Service Portal>Chat or Email	X	X
Payroll, PTO	Immediate Termination Pay Request	HR Service Portal	MPD>HR Service Portal>Chat or Email	X	X
Payroll, PTO	Issues Logging into My Pay	HR Service Portal	MPD>HR Service Portal>Chat or Email	X	X
Payroll, PTO	Missing Payment/Stop Payment	HR Service Portal	MPD>HR Service Portal>Chat or Email	X	X
Payroll, PTO	Payroll/Paycheck Question	HR Service Portal	MPD>HR Service Portal>Chat or Email	X	X
Payroll, PTO	PTO Accrual/Kronos Issue	Direct Supervisor	Direct Supervisor or HRBP	X	X
Payroll, PTO	PTO/Diversity/Other Time Off Balances	HR Service Portal	MPD>HR Service Portal>Chat or Email	X	X
Pre-Employment	Preboarding (new hire documents)	Equifax/HR Services Team	Preboarding@Luxotticaretail.com	X	
Pre-Employment	I-9 Management	Equifax/HR Services Team	Preboarding@Luxotticaretail.com	X	X
Pre-Employment	Pre-Employment Screening - escalation	HR Services Team	Backgroundscreens@luxotticaretail.com	X	X
Talent EssilorLuxottica	Talent EssilorLuxottica-Create Position	HR Service Portal	MPD>HR Service Portal>Chat or Email	X	X
Talent EssilorLuxottica	Talent EssilorLuxottica-Performance	HR Service Portal	MPD>HR Service Portal>Chat or Email	X	X
Talent EssilorLuxottica	Talent EssilorLuxottica-Recruiting	HR Service Portal	MPD>HR Service Portal>Chat or Email	X	X
Various	Former Employee Resources	Website	www.formeremployee-luxottica.com	X	
Various	Travel & Expense	GBS	webte@luxotticaretail.com	X	
Various	Verification of Employment - US & PR	Thomas & Company	www.thomas-and-company.com or 1-800-791-8943 (Code LUX122)	X	X
Various	Verification of Employment - Canada	Thomas & Co/HR Services	Canada employment verifications are requested through the HR Service Portal	X	X
Various	Verification of Employment - Escalation	HR Services Team	Unemploymentandwve@luxotticaretail.com	X	
Various	Severance	Compensation	compensation@luxotticaretail.com		HRBP
Various	Unemployment	Thomas & Co./HR Services	HDA>HR NORTH AMERICA>HR Services>Unemployment	X	HRBP
Various	Employee Shareholding Programs	Compensation	compensation@luxotticaretail.com	X	X
Various	HDA Access	HDA Team	HDA>HDA USER SUPPORT>User/GROUP CREATION		X
Various	Leonardo	HR Service Portal	MPD>HR Service Portal>Chat or Email	X	X