Care & Snowflake

"Get To Know Your Benefits"



The leader in care

- **40+** years of experience
- Supporting **700+** employers
- Covering **27 million+** working families
- Industry-leading **safety**, quality, and vetting standards
- Dedicated to providing the most **flexible, comprehensive** care and work-life solutions

The stress of caregiving on parents



Source: Care.com's 2026 Cost of Care Report



Parents’ hidden workload

The average parent manages 5 care arrangements

Children

Aging parents

Pets

Half of parents (48%) say they don’t have enough help

Source: 2025 Cost of Care Report

Uniquely positioned to solve today's most critical caregiving challenges

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Accessing care

- **Care.com Membership**
- **Backup Care**

Affording care

- **LifeMart**

Navigating care

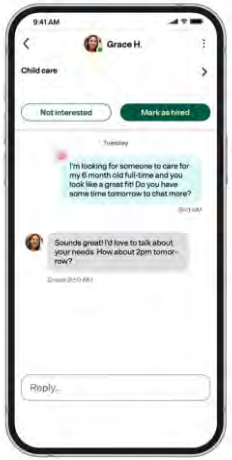
- **Care Specialists**
- **On-Demand Tutoring**

The new & improved Care.com

- **Expansion into more types of care**, including adult care, kids' activities and camps, senior living communities, and daycares
- **Product enhancements** that make it easier to find or provide care, including smarter AI-enhanced search tools, plus faster and more reliable messaging
- **Improved safety program**—CareProtect™—empowers members of the Care.com community to make safer hiring choices, with access to new features like:
  - Continuous background checks
  - 24/7 safety hotline
  - New safety coalition
  - More robust education in a revamped Safety Center



More types of care



Better search & messaging



Introducing CareProtect™

Your employees' benefits, right in their pocket

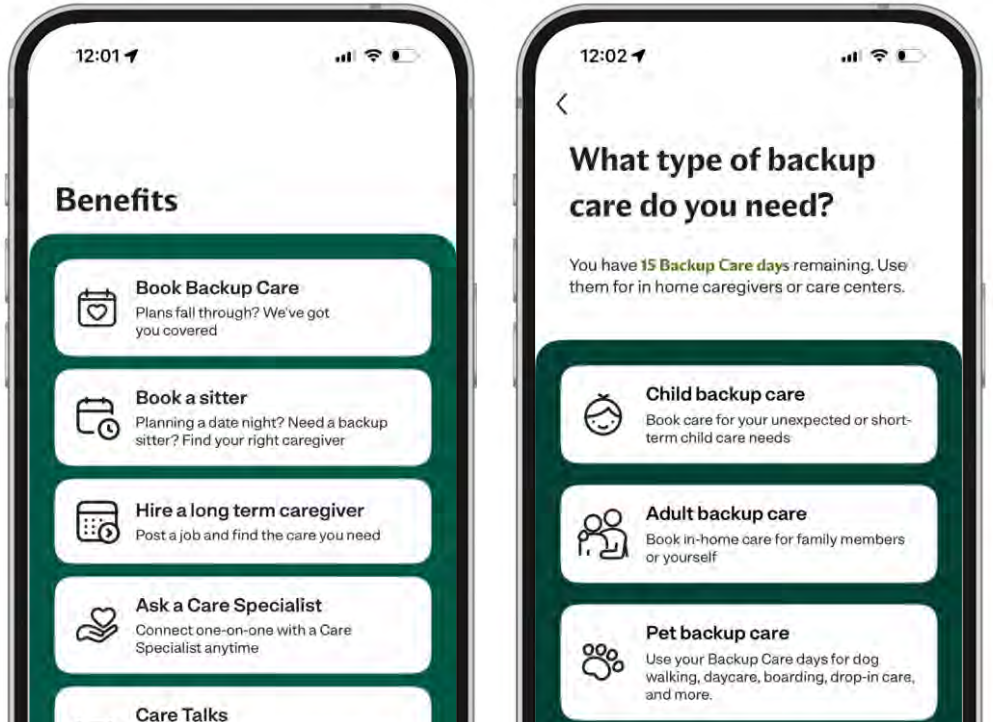
Employees can access all their benefits on the go — available on the App Store and Google Play

- **CareBenefits is available in the Care.com app,** giving employees a seamless way to find and use their benefits anytime
- **Encourage employees to download the app** for easy, on-demand access to their full benefits package
- **Member-facing app flyer is available** to share with your team

Access the CareBenefits app flyer

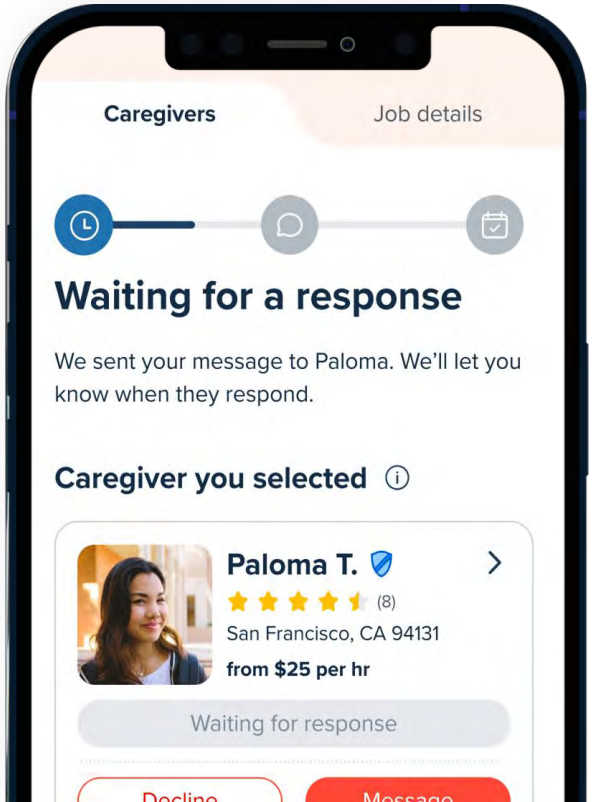
Download on the App Store

GET IT ON Google Play



Care Membership

Unlimited premium access to the world's leading network of caregivers



With Care Membership, employees can:

- **Get matched with a background-checked caregiver,** review and message candidates, and arrange interviews
- **Search for caregivers** by zip code and distance
- **Filter caregivers** by hourly rate, availability, experience, and other caregiver details
- **Access caregiver profiles** to view bios, rates, reviews, availability, services, qualifications, and safety information
- **Message caregivers** directly to start a conversation about care needs
- **Find and book** short, medium and long term care for anyone in your employees' unique family - kids, seniors, pets, errand runners, special needs, house cleaners and more!

- SNOWFLAKE PURCHASES PREMIUM MEMBERSHIP FOR ALL SNOWFLAKE EMPLOYEES AND THEIR FAMILIES

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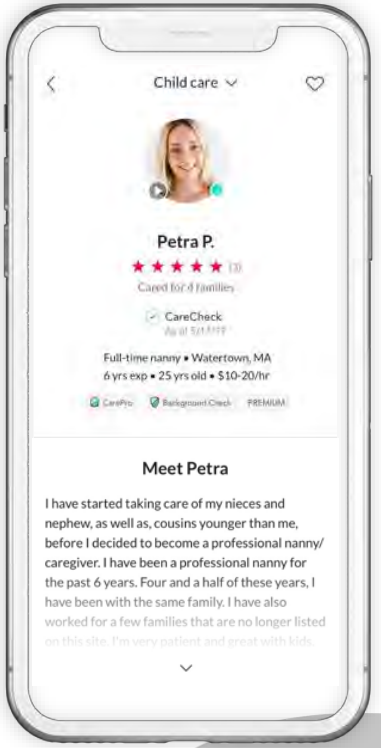
CareCheck

All individual caregivers on the Care Membership platform must complete a background check, known as a CareCheck, before they can interact with families

CareCheck includes:

- Social Security Number trace
- Multi-jurisdictional criminal database search
- National Sex Offender Public Website search
- Federal and county-level criminal records search

Additional background check options are available and recommended for purchase by caregivers and families seeking care.

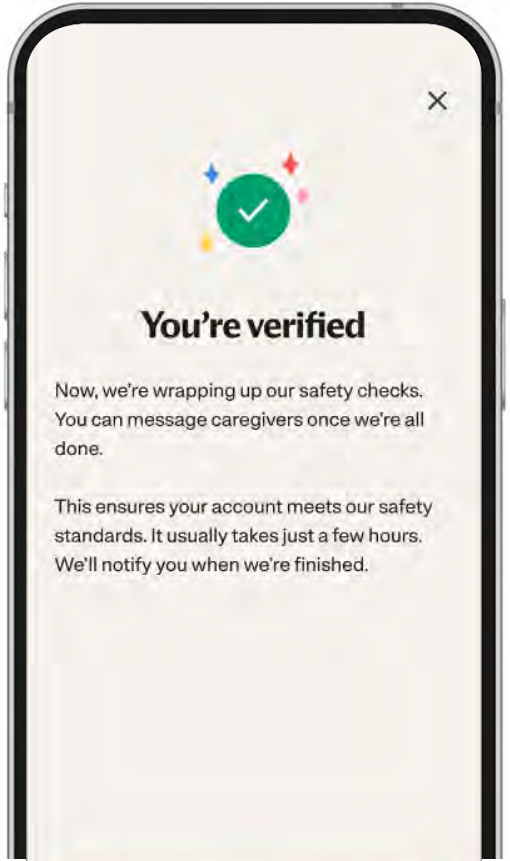


ID verification

Ensuring members and caregivers are who they say they are

- Rolling out in Q2, this new feature requires care providers and members to have passed ID Verification before arranging care on the platform
- It is a simple process to confirm legal name and address, and ensures all users on the platform are legitimate
- This is now becoming a common practice in the industry

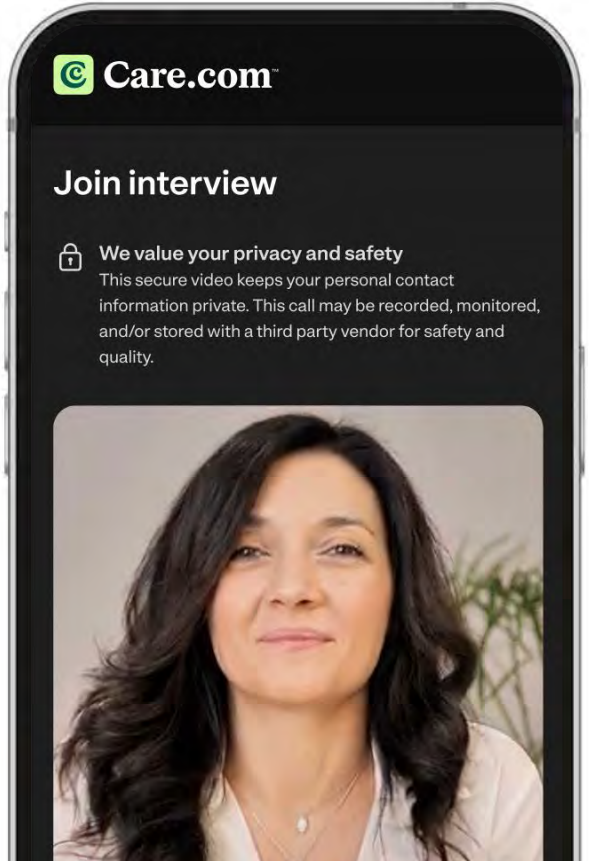




Video interviews

Helping members securely and easily interview candidates

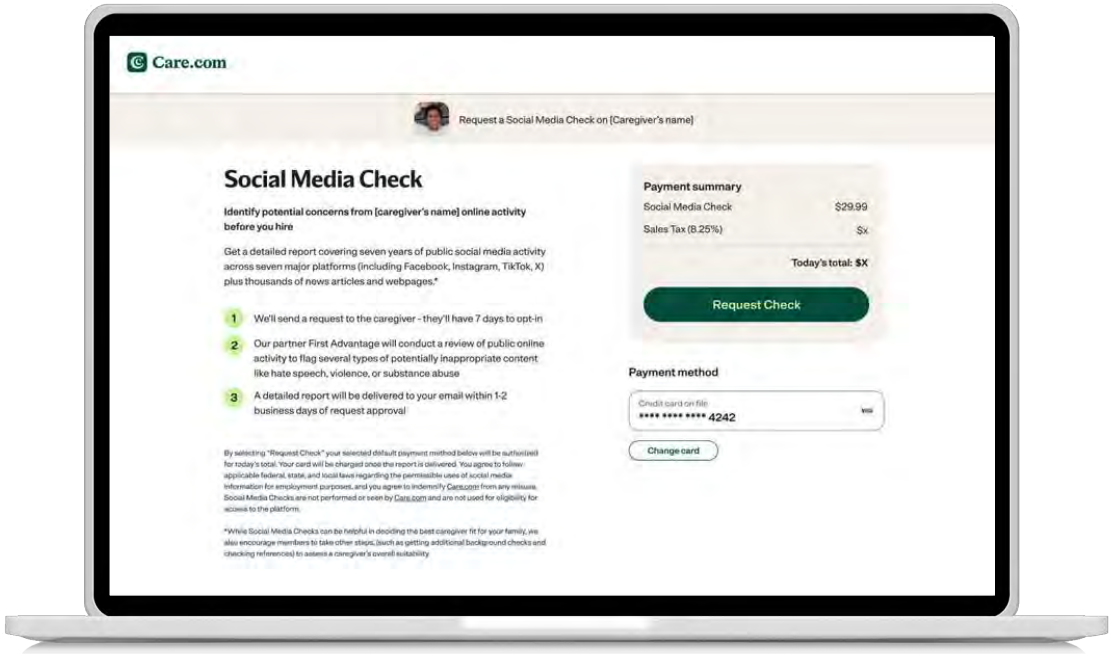
- Before making any hiring decisions, families can now hold video interviews with caregivers directly on Care.com
- Members can keep their contact information private by conducting their video interview directly in the Care.com platform, either online or in the Care.com app
- Provides an easy, safe, and secure way to interview caregivers at the member's convenience, leading to more successful caregiving arrangements



Social media checks

Offering members a new level of screening potential caregivers

- This feature allows families to request a one-time review of a care provider's public social media activity and online presence over the last 7 years
- Empowers families to understand more about who is taking care of their children and find the right caregiver for their family
- There is a fee for each social media check ordered

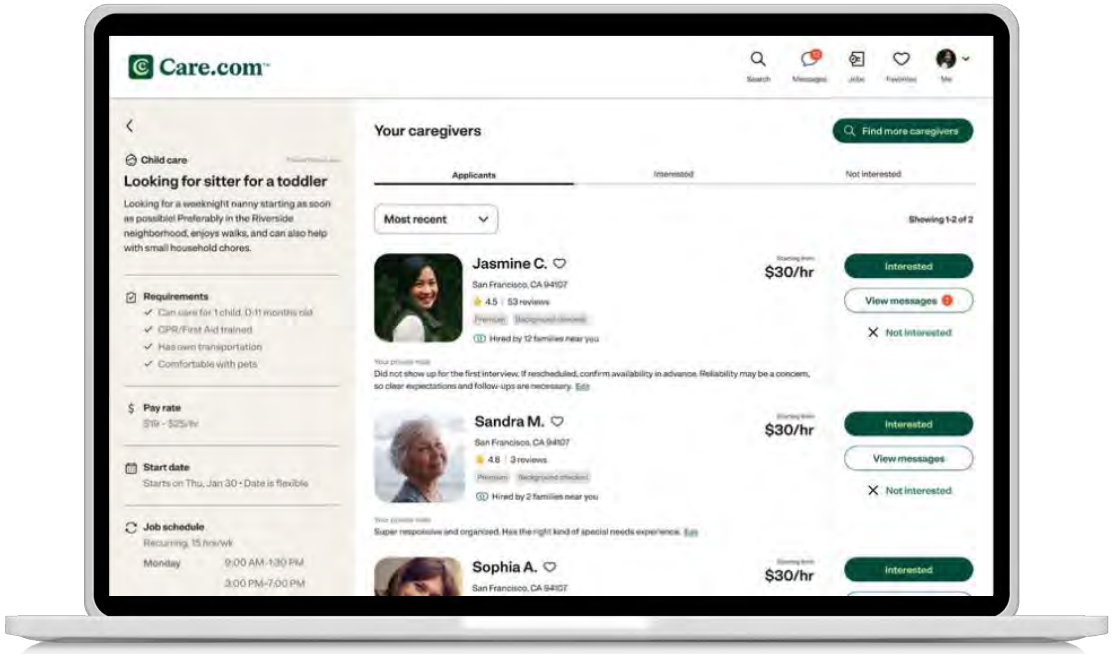


Hiring hub

Providing the tools members need to hire the right candidate, all in one place

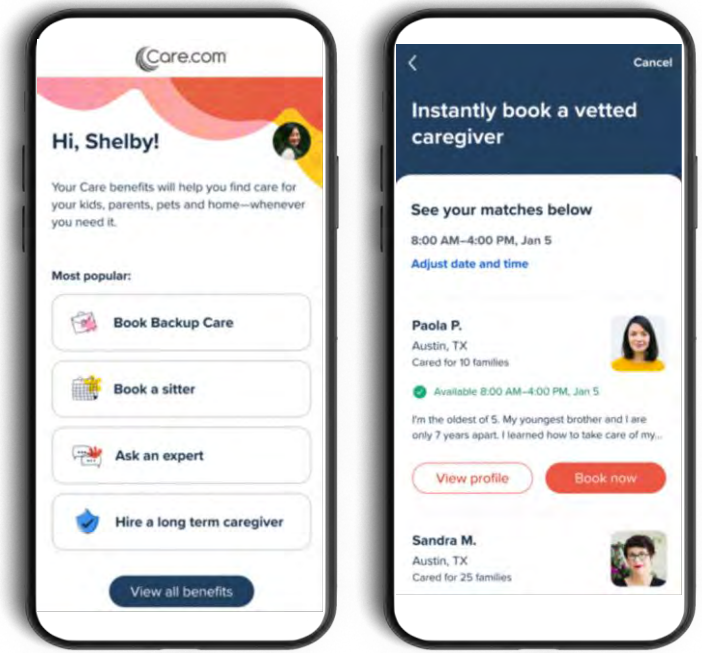
- Families are now able to more easily screen, take notes, and hire the right caregiver with our new suite of tools
- We've made it easier than ever to post a caregiving job, re-open previous jobs, filter applicants, and identify those that are the best match for their family
- New intent helpers guide the user to screen and make decisions, by suggesting actions such as:

  It looks like you're getting ready to hire Jasmine, would you like to run a social media check?



Backup Care

Flexible cover for work-disruptive gaps in care



High quality, vetted, and subsidized solution to help your employees' cover times when their regular care is unavailable.

The Care difference

- **Unrivaled choice of vetted caregivers -** Access to our expansive network of in-home caregivers and childcare centers.

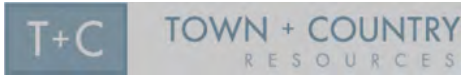
- **More flexible care options -** In-home and In-center
- **Full program customization:** $3 Hour Co-Pay In Home, $10 Co-Pay Out of Home... 10 BackUp Care Days Per Employee Per Year

Example... Kids come home on a Friday with no school on Monday...what do you do?

Our Child Backup Care network partners

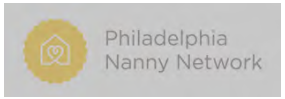








































Adult Backup Care

Subsidized, vetted care for adults when it's needed most.

- Help to alleviate stress and absenteeism with in-home adult care. Network includes:
  - Partner agencies for adult care
  - Personalized, needs-based matching
  - 98% fulfillment rate
- Caregivers can provide transportation to and from appointments, errands, and other locations
- Available for employees, parents, grandparents, spouse family members and other adult loved ones
- Employees can use Personal Network and be reimbursed when using a caregiver from their own network
- Exclusive to Care for Business



Care Specialists

1:1 support for every care need

- **24/7 dedicated support** to find caregivers, complete time-intensive tasks, and navigate complex care needs
- **High caliber of experienced Specialists** including Master's level social workers, senior care professionals, and more experts in their field
- **19 hours on average saved** per employee each time they call
- Option to connect online, by phone, or our app



care. for Business

Care Specialists Support Areas

Offering expert support on everything from daily needs to complex caregiving challenges



Child Care & Parenting

Hands-on help with child care and navigating the challenges of parenting



Aging & Adult Care

Support for caregivers and their families as they navigate the changes that come with aging



Wellness

Help to better manage stress, tackle to dos like finding a new doctor, and more



Disability & Neurodiversity

Comprehensive disability and neurodiversity support for children and adults



Home Care

Hands-on help with finding housekeepers, lawn services, home maintenance, and relocation



Legal & Financial

1:1 support to help employees manage legal and financial issues related to caregiving and life events

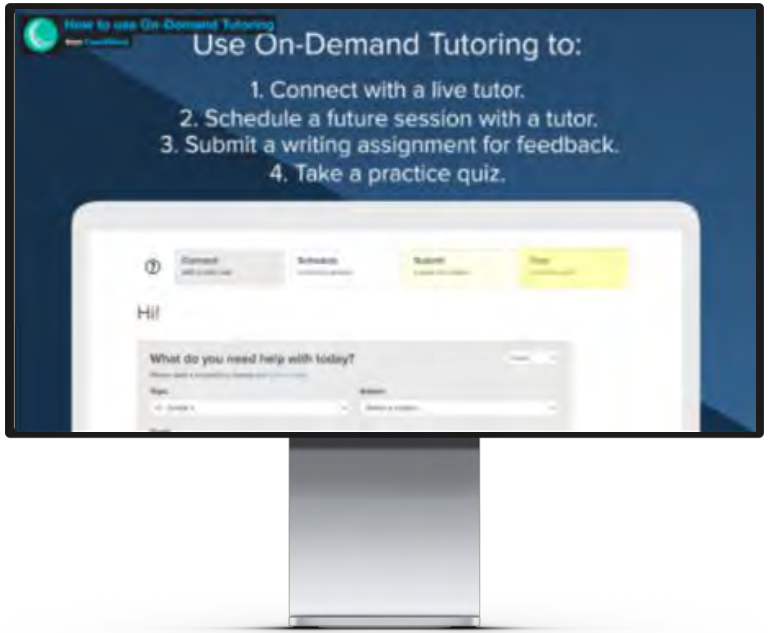


Disaster Support

24/7 guidance and support to prepare for and cope with natural disasters

On-Demand Tutoring

24/7 access to tutors and academic resources



On-Demand or Scheduled Tutoring Sessions

Thousands of tutors available for grades K-12 plus college, covering 150+ subjects.

Drop-off Reviews

Upload essays, reports, creative writing assignments, cover letters and resumes to be reviewed within 12 hours.

Self-study Tools

Access the SkillCenter Library for videos, virtual lessons, study guides, practice tests and worksheets available for download.



Care Talks

Education to empower employees and improve well-being

7 sessions per month hosted by industry experts and thought leaders in these core areas:

- Aging & Adult Care
- Child Care & Parenting
- Disability & Neurodiversity
- Emotional Wellness
- Financial Wellness
- Succeed at Work
- Your Healthy Lifestyle

Care Talks | Q4 2026

October	
Oct 1	The mindset of mental toughness
Oct 13	Understanding colleagues with autism
Oct 14	Preventing identity theft
Oct 15	The positive effects of self esteem on performance
Oct 21	The cost of care and planning for the future
Oct 27	Green tips for the home
Oct 28	How to protect your child from bullying

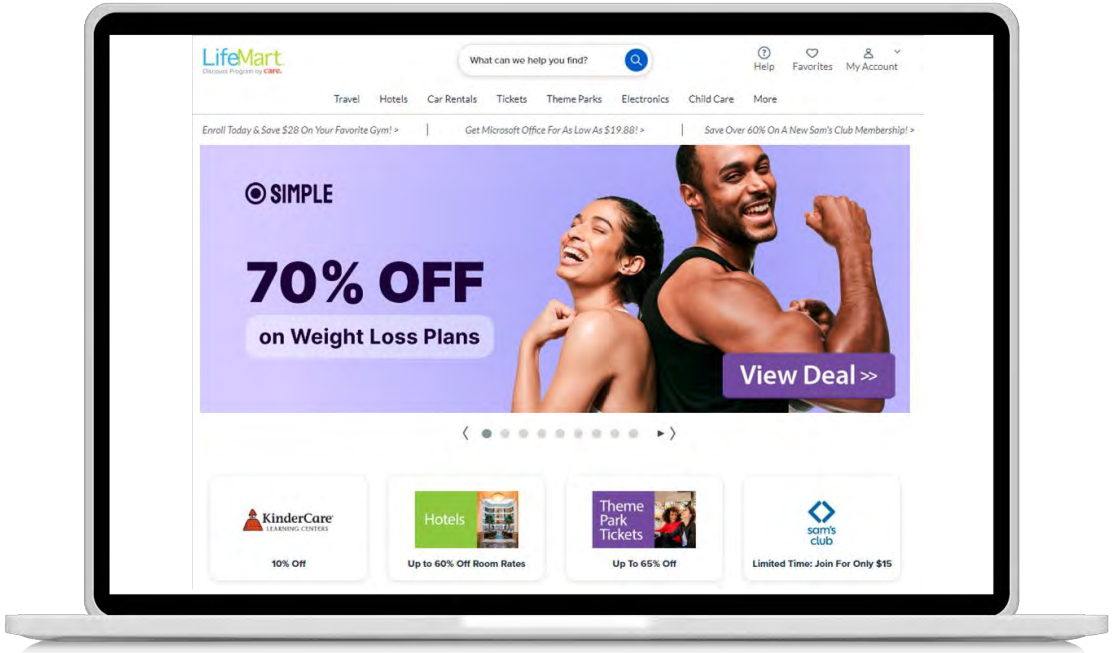
November	
Nov 5	Unlocking the joy of gratitude
Nov 10	Healthy habits for the holidays
Nov 11	Holiday budgeting
Nov 18	Tech tools that make caregiving easier
Nov 19	Healthy boundaries, healthy relationships
Nov 24	Understanding emotional eating
Nov 25	Connecting with young children through communication

December	
Dec 3	Healing through forgiveness
Dec 8	Goal setting for families supporting loved ones with disabilities
Dec 9	Managing your money in tough times
Dec 14	The connection between exercise and mental health
Dec 15	Navigating co-parenting and blended families
Dec 16	Family meetings and having the care conversation
Dec 17	The science of goal setting

LifeMart Discount Program

Exclusive savings on everyday essentials

- **Discounts** on travel, fitness centers, home goods and services, groceries, childcare, senior centers, and more
- **$107 million+** saved by LifeMart users in 2024
- **Market share leader for 40 years** and loved by millions of employees



Source: Internal data 2024

A BIG “THANK YOU”!!!

“Get to Know Your Benefits”