The Employee Experience

Using *Bright Horizons Back-Up Care*
A Support System at the Ready

Benefits for Your Work and Family Journey
Discover all your Bright Horizons benefits, supporting you personally and professionally.

Single Point of Access
One-stop-shop for all Bright Horizons benefits

3 EASY STEPS
Get Started with Your Benefits

1. SIGN UP
Join today - create your account with Bright Horizons in minutes.

2. ACCESS YOUR BENEFITS
Gain instant access to your employer-sponsored services.

3. GET RECOMMENDATIONS
See suggestions matching your family's life stages and interests.
Getting Started

Sign Up Before Breakdowns Occur

First, employees register and create an account. Then they add details on their family and their interests.
Requesting Back-Up Care
Accessing Back-Up Care

Good evening, John
Your last login was today at 8:30 pm

Browse your Benefits

- BACK-UP CARE
  Adult and Elder Back-Up Care
  When your normal care arrangements let you down, we can provide a qualified and sensitive caregiver, sponsored by your employer.
  - Trusted Adult Care
  - Dependable & Flexible
  - Affordable

- BACK-UP CARE
  Back-Up Child Care
  Your safety net when regular child care plans are disrupted, and you still need to work. Providing you with trusted temporary child care, sponsored by your employer.
  - Trusted Child Care
  - Dependable & Flexible
  - Affordable

RESERVE ADULT CARE LEARN MORE
RESERVE CHILD CARE LEARN MORE
Requesting Back-Up Care

Click the blue *Request My First Care Reservation* button to begin.
Agree to COVID-19 Guidelines

COVID-19 POLICY - KEEP EVERYONE SAFE
Before you reserve care, please be familiar with and abide by our COVID-19 policy.

HEALTH CHECK - KEEP EVERYONE HEALTHY
Please do your part and complete your health check before each care session.
Health Check Policy - COVID-19

You are responsible for reading and understanding these important guidelines.

I agree to these guidelines.
Who Needs Care and Why?

To ensure the best care, employees can:

- Confirm the reason for care, ranging from school vacation day to post-surgery recovery
- Select who needs care as well as their current health status
When and Where Do You Need Care?

- Select the dates when care will be needed
- Select the location of care: you can add a location, choose the home location, or search along a route
Reserving Center-Based Care

- **Choose center-based care** by clicking the corresponding button.
- **Review** care options that align with your request.
- **Instantly book** an available center, or select your preferred options.
Reserving In-Home Care

- Choose **in-home care** by clicking the corresponding button
- Provide additional information and special care instructions
Verify Info & Note Special Instructions
For center-based care, see a list of the required forms for the care recipient.

For in-home care, confirm special instructions for caregiver.

Confirm reservation contact details, preferred communication methods, and see an estimated summary of charges.
Confirmation & Next Steps

- Receive confirmation of your back-up care request
- **Instant Booked** requests are immediately confirmed
Request Reimbursement for Care

- You have the option to secure your own care and be reimbursed $100/day
- Choose Request Reimbursement by clicking the corresponding button
You will be prompted to fill out a Confirmation and Release Form.
Request Reimbursement for Care

- Complete the release form
- Read the acknowledgement and enter your name and today’s date
- Submit
Request Reimbursement for Care

- Access the Reimbursement Form
Request Reimbursement for Care

- Complete the form for all relevant days of care
- Requests must be submitted within 10 days of the last date of care
The Reimbursement Process

1. Confirm that you have the correct work/primary email address and home mailing address on file in your back-up care profile.

2. After submitting your Request for Reimbursement, you’ll receive an email from Chase Payments (donotreplyChasePayments@jpmorgan.com) within ten business days. The subject line will read “BRIGHT HORIZONS has sent you a payment.” Please check your email spam or junk folder if you have not received it within ten business days.

3. Follow the instructions outlined in the email to have your reimbursement transferred directly to your bank account through Zelle. You’ll receive your reimbursement on the next business day.

4. Should you decline to accept payment through Zelle, a check will be sent to the home address in your back-up care profile.
NOTIFICATION CENTER

Better security and clearer updates for back-up care users
Simpler and More Secure

Safeguarding Personal Data
Increased security for personally identifiable information (PII) about employees and families

Simplifying Communications
Short, to-the-point emails that are easy to scan, with a secure link to detailed information

More Personalized Support
Your employees see the same details that our care consultants do, enabling faster resolutions.

Data at Their Fingertips
Notifications are stored for 12 months, allowing employees to easily review past care sessions

<table>
<thead>
<tr>
<th>Reservation Notifications</th>
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<tbody>
<tr>
<td><strong>My Active Notifications</strong></td>
</tr>
<tr>
<td>Notification</td>
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<tr>
<td>Reservation reminder for care starting on August 20</td>
</tr>
<tr>
<td>Reservation update for care starting on September 1</td>
</tr>
<tr>
<td>Reservation reminder about care starting on August 15</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>My Completed Notifications</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Notification</td>
</tr>
<tr>
<td>Reservation confirmed for care starting on August 1</td>
</tr>
<tr>
<td>Reservation update for care starting on July 1</td>
</tr>
<tr>
<td>Reservation reminder about care starting on July 1</td>
</tr>
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This page shows notifications within the last 12 months.
Employee Experience (1 of 2)

Link from an employee email

Hello [Employee First Name] [Employee Last Name],

We want to remind you about your Bright Horizons Back-Up Care reservation # [case number] starting on [First Date of Care] in format [Month DD]. In order to keep your information secure, we ask that you select the following link to view helpful information and everything you need to know about your upcoming reservation:

[Reservation Notifications email link pointing to unique URL] (Note: This link will work for up to 7 days. If you click after 7 days, we will send you a new email for your security.)

Thank you for choosing Bright Horizons to care for your family!

Link from the back-up care site
Employee Experience (2 of 2)

Active Reservation Notification
Reservation reminder about care starting on August 20
Reservation Number: CAS-5251JR4C-2C0IO4UM
Date Sent: August 5 at 6:00 PM

We are writing to remind you about your upcoming back-up care reservation. If you no longer need care, please cancel the reservation as soon as possible by calling 800.222.1234 or logging into your back-up care profile at Account Back-up.com. As a reminder, the reservation will count towards your total back-up, so prompt cancellation of applications will allow others to cancel by 5:00 p.m. on the business day prior to care.

Employee: Write Here
Reservation Number: CAS-5251JR4C-2C0IO4UM
Care Location: In Home Care Location
Special Program: Special Program Name

Your next steps are to:
1. Verify that the scheduled care details below are accurate.
2. Review the important details included in this email about the center you are attending your care at.
3. If you have any other questions, please contact the center or call us at 800.222.1234.

Date of Care: Care Details
Start Date: August 1, 2015
Start Time: 11:00 AM
End Time: 12:00 PM
Care Recipient: Andrew
Status: Confirmed
Center: In Home agency
Care Services Provided:
Cardio, Name

Start Date: August 6, 2015
Start Time: 11:00 AM
End Time: 12:00 PM
Care Recipient: Andrew
Status: Confirmed
Center: In Home agency
Care Services Provided: Cardio, Name

Start Date: August 13, 2015
Start Time: 11:00 AM
End Time: 12:00 PM
Care Recipient: Andrew
Status: In Homecare
Center: In Home agency
Care Services Provided: Cardio, Name

Detailed reservation update in the Notification Center

Quick access to reservation updates