In the event that Bright Horizons cannot secure care using our network OR our Crisis Care program is implemented, BH will reimburse employees $100 a day for care that they find outside of our network.

• This can include a friend, relative, neighbor or outside agency/provider.
CRISIS CARE

Cancel Entire Reservation  Cancel Care Sessions

Care Sessions

<table>
<thead>
<tr>
<th>Date/Time</th>
<th>Care Recipient(s)</th>
</tr>
</thead>
</table>

How Crisis Care Works

Your employer has authorized Bright Horizons to reimburse you for your use of Crisis Care. Crisis Care is back-up care provided to a child or adult by a child care center or caregiver identified and selected by you who does not provide services within the Bright Horizons Back-Up Care network. Crisis Care is available only when activated by Bright Horizons at its sole discretion during national or local health emergencies (e.g., H1N1 pandemic), natural disasters (e.g., hurricanes, floods, wildfires), labor strikes (e.g., interruptions in public transportation) or other crisis events.

You may use Crisis Care only if the care needed is identified in advance to Bright Horizons for specified dates. To be eligible to use and receive reimbursement for Crisis Care, you must comply with the following requirements:

- **STEP 1:** Prior to using Crisis Care, you must submit to Bright Horizons a fully completed and signed Confirmation and Release form. You are not eligible to use Crisis Care until Bright Horizons has received that form.

GO TO CONFIRMATION AND RELEASE FORM

STEP 1: CONFIRMATION AND RELEASE

You are not eligible to use Crisis Care until after you submit this completed and signed Confirmation and Release to Bright Horizons.

Confirmation and Release Form

STEP 2: REQUEST FOR REIMBURSEMENT

Within ten days after the last date of Crisis Care used, you must submit to Bright Horizons a fully completed and signed copy of the attached Request for Reimbursement.
The employee will be prompted to fill out two forms:

1. The first is a Confirmation and Release Form
2. The second is a Request for Reimbursement.

- This is a one-time only form. The employee cannot submit Step 2 until this is processed.
- The employee will simply enter their full name and the date, which indicates an electronic signature.
This allows the employee to detail who provided care, and request the reimbursement.

The employee will simply list the caregiver/center name, the type of care, their full name, and the date.

This form must be filled out after the last date of care is complete and submitted within 10 days.

Employee must ensure Primary Email Address and Home Address on their Back-Up Care Profile are correct.

Employees will receive instructions on how their electronic reimbursement payment will be processed via email (from donotreplyChasePayments@jpmorgan.com) that they receive within five business days of submitting the Request for Reimbursement.

Employees should follow the instructions outlined in the email to have the reimbursement transferred directly to their bank account through Zelle® – it’s fast, safe and easy. They will receive reimbursement on the next business day.

Should they decline to accept payment through Zelle, JP Morgan Chase will send a paper check to the Home Address in the employee’s Back-Up Care Profile.