

The Benefitfocus Chatbot

Have a question about your benefits? The Benefitfocus chatbot, offered through the Contact Center, is available 24/7 and is intended to help you quickly find the information you need.

Powered with artificial intelligence (AI), the chatbot can assist with answering benefits questions, guide you to resources specific to your plan and help you better understand your available benefits options. It can also surface relevant knowledge articles, locate your benefit summaries and plan documents, and direct you to carrier or provider contact information.

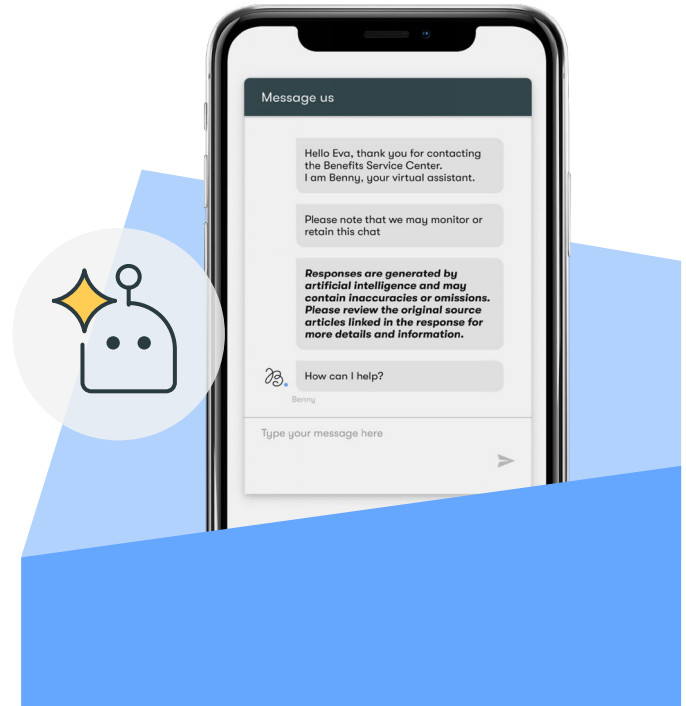
The chatbot is designed to recognize existing support cases and assist with initiating new requests. If additional guidance is required, you can seamlessly transition to a live benefits representative during business hours, 8:00 a.m. to 8:00 p.m. ET. Chatbot conversation history is shared with the representative, helping them pick up where the chatbot left off to provide further assistance. Whether you're enrolling in benefits, reviewing coverage options, or looking for plan information throughout the year, Benefitfocus' chatbot is there to support you when questions arise.

1. If needed, availability of representatives may vary based on Contact Center business hours.

Artificial intelligence (AI) may pose inherent risks, including but not limited to: issues with data privacy, intellectual property, consumer protection, and anti-discrimination laws; ethics and transparency concerns; information security issues; the potential for unfair bias and discrimination; quality and accuracy of inputs and outputs; technical failures and potential misuse. Users of AI-based technology and tools should take these risks into consideration prior to use of the technology.

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CN5893406_0928



- ✓ Get benefits information and guidance anytime, day or night¹
- ✓ Quickly access plan documents and benefit summaries when you need them
- ✓ Read articles and resources that further explain your benefits
- ✓ Connect with a live benefits representative during business hours or the next business day if support is requested after hours, with your conversation history available to the representative at that time
- ✓ Get carrier and provider contact information when you need next-step support