PLANSOURCE®

PROPOSAL PREPARED FOR

White Cap

EPIC Insurance

APRIL 26, 2024

EXPIRES IN 30 DAYS

Daniel Morris, Regional Sales Executive, Daniel.morris@plansource.com, 770-861-7174

4/26/2024

Dear White Cap Team,

Thank you for the opportunity to present our proposal for benefits administration services to you and your associates.

We know finding the benefits technology partner that meets your specific and unique needs is critical to White Cap's success. We are confident and ready to demonstrate that PlanSource is that partner. To end that, this proposal outlines our offering of a **proactive, flexible and responsive** service team to complement our mobile-friendly technology for benefits communication, shopping, enrollment, billing, compliance and administration. We are tremendously excited for the opportunity to build your trust and form a relationship with White Cap enabling you to spend less time managing your benefit programs and more time on strategic initiatives:

- **Knowledgeable Pros:** Our focus on solution delivery leveraging years of experience across a variety of complexities, industries and practice areas will champion positive outcomes for White Cap and your associates. Our consultative approach backed by fees at risk and a consistent knowledgeable service execution will foster trust and peace of mind.
- **Free up your HR team to focus on the bigger picture:** Simplify workflows and reduce errors while trusting PlanSource to manage daily administration and navigate White Cap through projects such as new acquisitions . We automate and eliminate tedious benefits tasks in a secure environment that protects your data, so you can spend more time doing what you love.
- **Help associates make smarter, more confident benefits decisions**: Benefits education and decision support tools make it easy for associates to understand what's available to them, when and why they might need coverage, and which plans are the best fit.
- **Reduce the cost of offering associate benefits**: Optimize your benefits program ROI with tools that identify cost savings, ensure you're only covering who needs to be covered, enable better associate decisions and participation, and maximize HR efficiency.
- **Connect benefits to your HR Tech Stack**: Contain costs and keep productivity high with carrier, HCM, payroll and other integrations that keep your associate systems and benefits data in sync.
- **Spend less time worrying about compliance**: From ACA and COBRA regulations to even the most complex plan configurations and eligibility rules, we help you stay compliant, so compliance doesn't keep you up at night.

In this proposal, you'll see that we offer preferred pricing through our PlanSource Boost program. PlanSource Boost is an exclusive program with insurance carriers like MetLife and Unum, that have committed to make investments in real-time integrations that automate and simplify all aspects of benefits administration.

Thank you for the chance to earn your business.

Please contact me at 770-861-7174 or daniel.morris@plansource.com at your convenience to discuss further.

Best Regards,

DANIEL MORRIS
Regional Sales Executive
PlanSource

CONTENTS

WHITE CAP AND PLANSOURCE

Complete Benefits Outsourcing

PlanSource Benefits Services can provide value to White Cap HR teams through the power of our tenured, consultative account management teams and range of technology-enabled benefit services that ensures that you get the most out of your benefits investment.

PlanSource will act as an extension of your benefits team, managing all aspects of delivery– from processing new associates and approving life events to managing EOI requests and data exchange with carriers. Our model also includes the below and more!

FREE UP YOUR HR TEAM TO FOCUS ON THE BIGGER PICTURE

- Benefits Outsourcing
- Billing Reconciliation and Payment
- COBRA + Direct Bill Administration
- IQ Suite Dependent + EOI Verification
- Unlimited Text Messaging
- Associate Contact Center
- Closed Loop Payroll
- The Source
- HSA + FSA Administration
- ACA + QMSCO Compliance
- Total Comp Statements
- Custom Enhanced Communications
- Full Eligibility Audit

Included in Quote

Included for additional fee

A Market Leader in Benefits

FOCUS ON INNOVATION

$24+ million R&D Investments annually
240 people focused on product development

INVESTED IN SECURITY

ISO 27001 Certified

SSAE18 Audited

HIPAA, GDPR, CCPA Compliant

CREATING A SUSTAINABLE FUTURE

Committed to achieving net zero greenhouse gas emissions

Environmental innovation, encouraging positive outcomes and waste reduction / recycling

Social philanthropy and ethical governance will be our key drivers to a better tomorrow

Social governance rooted in respectful communication, teamwork & contributions to the communities we serve

associate wellbeing – we offer a safe and healthy workplace that supports the wellbeing of our diverse workforce

700 PlanSource Team Members

3,500+ Customers

18 Preferred Carrier Partners

80+ Ecosystem Partners

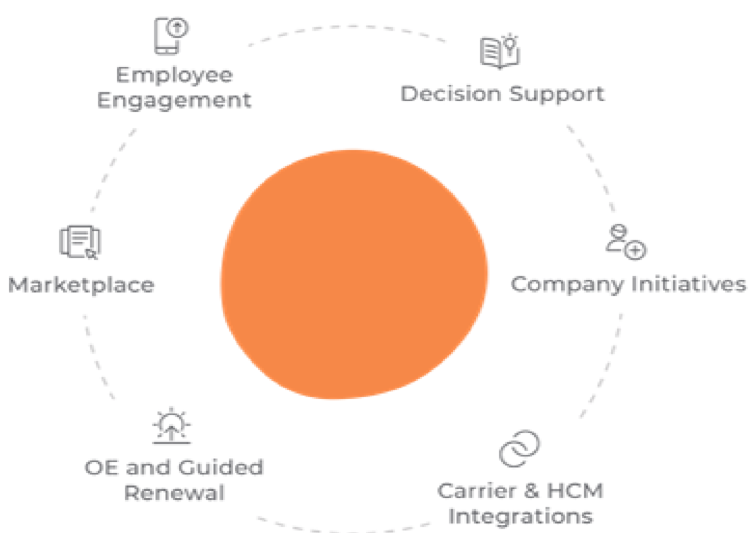
34,000+ Integrations

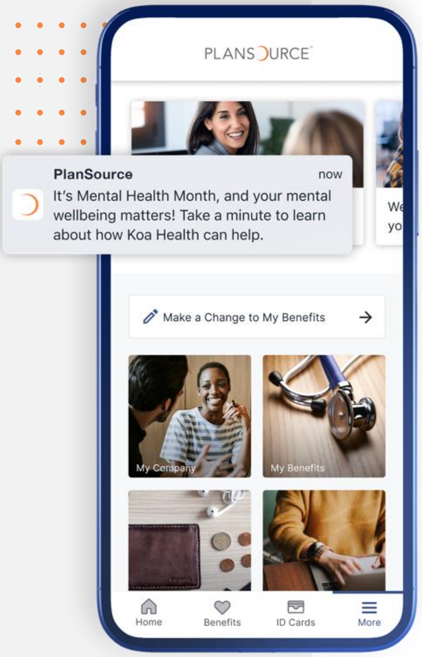
4.4 out of 5 Customer Effort Score

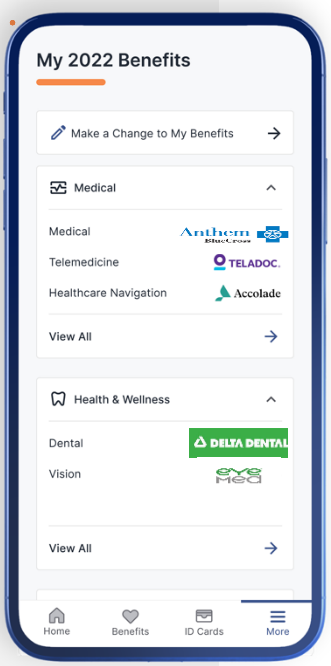
PlanSource Benefits Platform

A COMPREHENSIVE, CONFIGURABLE AND AUTOMATED PLATFORM

Our solution is designed to optimize your entire benefits program, achieve greater engagement and participation in your benefits and point solutions, and deliver greater return on the investment you make in your benefits.







The Source

MAKING COMPANY NEWS, INITIATIVES AND BENEFITS RELEVANT 24/7/365

The Source sits in a unique position in the market providing you the ability to bring together your company communications, all the benefits, program and point solutions you are offering as well as enable associates to get quick access to things like their paystub, without having to remember another URL or website.

This is all powered by PlanSource's enrollment engine, giving you the confidence that the data that is driving your benefits sits at the core of The Source.

- The challenge today for HR teams and brokers is that employers continue to invest millions in associate benefits, while associates only spend 15 minutes a year enrolling and shopping for those benefits. 80% of companies say associates don't read their benefits material and if they DO read it, half of them don't understand it.

- associates don't understand the benefits, they aren't investing time in making the right decision, they aren't consuming them or even remember them.
What happens when something bad happens and they actually need their benefits, they have no idea where to go to find them.

- associates need immediate access at their fingertips, 85% of adults have a smartphone and 98% of text messages are read within 3 minutes. Enabling associates to have everything they need at their fingertips about their benefits, company news and initiatives is key to helping them make smarter, more informed decisions and consumer their benefits effectively.

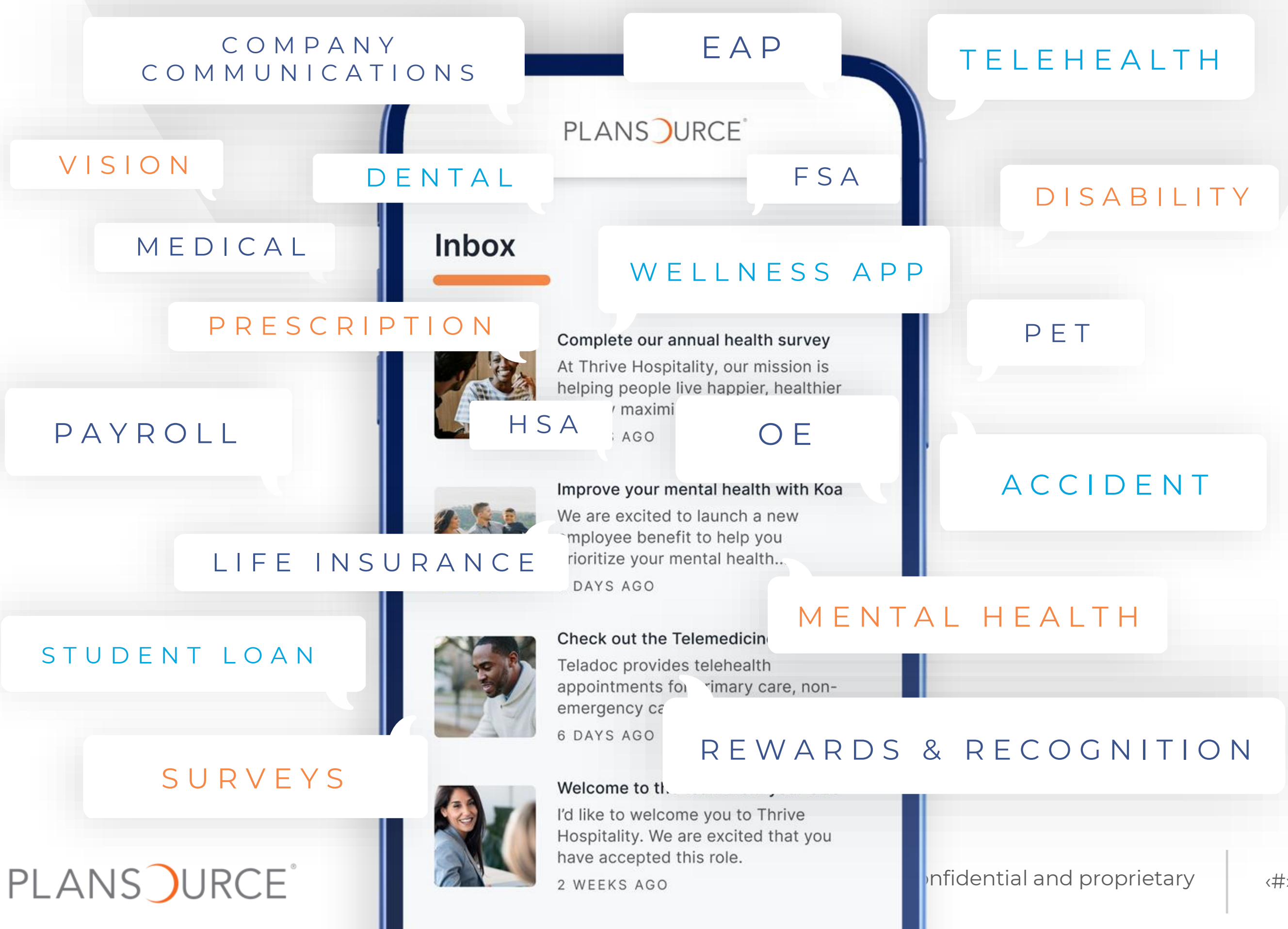
- associates are bombarded by their HR teams with initiatives, new benefits and information usually they all come with different logins to sign up and access. When associates want to use those benefits they often forget where to access the benefit and how to consume it. This is why PlanSource has set out to solve this problem for associates and HR teams.

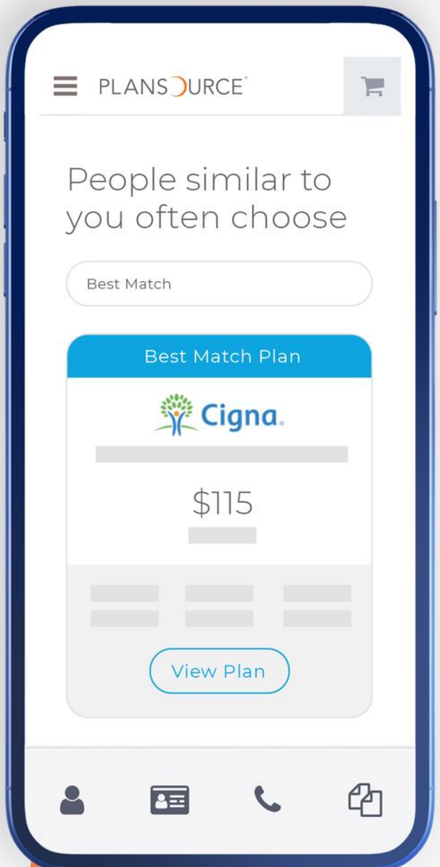
Learn more at plansource.com/thesource.

One Source. Many Benefits.

Learn more at plansource.com/thesource.

SOLVED WITH THE SOURCE





Help associates Get More Out of Their Benefits

DECISIONIQ

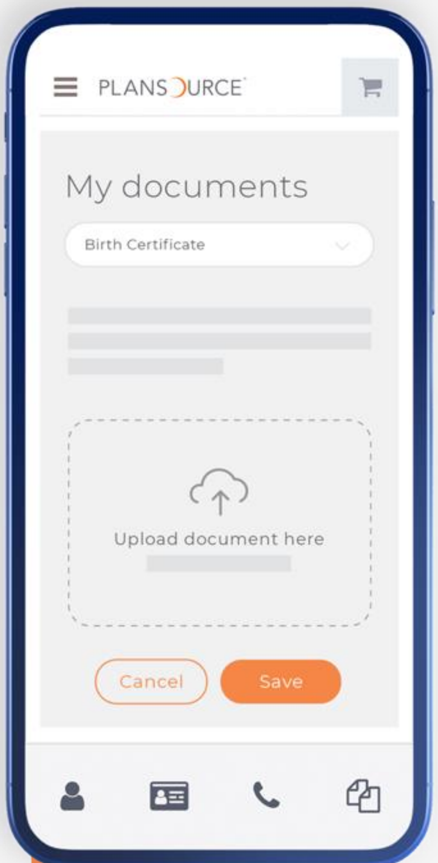
Our prescriptive, AI-based decisions engine

Most decision support tools require the associate to provide information before they make any recommendations. These tools sadly only get used on average 25% of the time because of the time and effort involved for the associate.

We built DecisionIQ differently to provide personal best match based on known factors in real-time to all associates, with little to no effort needed. Our models are built using the data set from Milliman which includes over 100 million local cost benchmarks based on family demographics, plan design, and expected utilization. Milliman is one of the world's largest providers of actuarial services focused on insurance and healthcare and their utilization and claims cost data models are considered the gold standard in the industry.

- AI/ML Intelligence
- Health and Voluntary Plans
- Personalized Suggestions
- Coverage and Contributions
- Localized Cost Comparisons
- On-Demand Advice

Learn more at plansource.com/decisioniq.



Reduce Cost with AI-Driven Eligibility Verification

DEPENDENTIQ

Six percent of the dependents you are currently covering are likely ineligible for coverage on your plans. Most of these are not being covered due to willful insurance fraud, or your associates are unaware of who can and cannot be covered.

At an average cost of $3500 per dependent per year, your expense on this honest mistake adds up to a nice chunk of change that could be reallocated back to your total rewards strategy. Not to mention the fraud risk you and your associates are currently taking on.

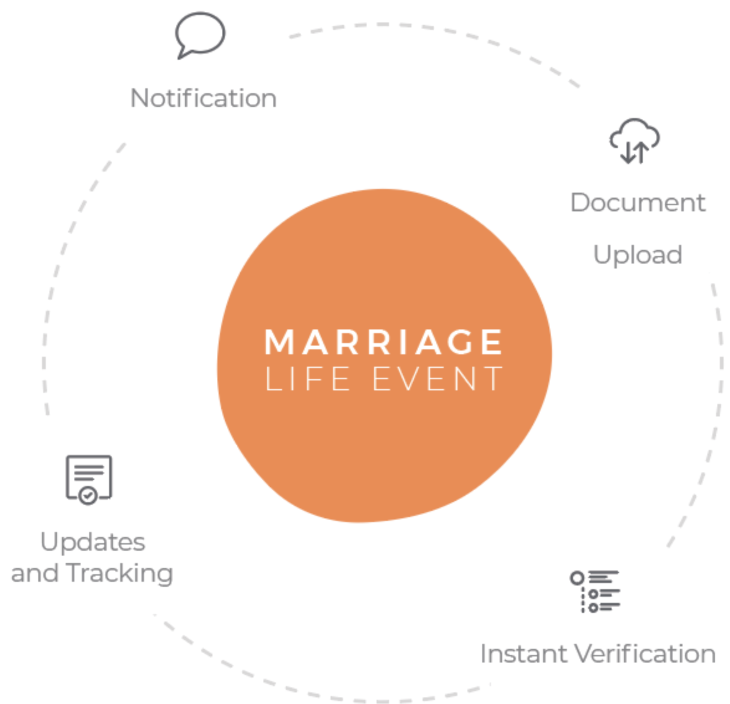
Learn more at plansource.com/dependentiq.

Reduce Cost with AI-Driven Eligibility Verification

DEPENDENTIQ

DependentIQ significantly reduces your unnecessary risk and saves premium/claims costs by proactively preventing ineligible dependents from being added to coverage. Our automated solution eliminates the time-consuming burden that's been traditionally placed on HR professionals to verify dependents. DependentIQ has been purpose-built to reduce the amount of time required to manually track and perform dependent verifications from up to 10 minutes down to mere seconds.

- Eligibility document requests within the associate shopping workflow
- Easy document upload via mobile experience
- Instant dependent eligibility approval determination and coverage information
- HR review of exceptions



Learn more at plansource.com/dependentiq.

Dependent Eligibility Verification

Dependent verification is a best practice in employee benefits. By ensuring that only eligible associates are receiving coverage, you can save money and stay compliant. If you're self-funded, you can eliminate stop-loss exposure and associate Retirement Income Security Act (ERISA) violations and Sarbanes-Oxley (SOX) issues (if you're a public company). We find that the monetary savings to the employer can be significant, with an average of 6% of covered dependents deemed ineligible for continued coverage.

PlanSource offers full and ongoing dependent eligibility verification. PlanSource manages the process from end-to-end on your behalf, and our AI-powered document verification technology automatically reviews associate documents in real-time during enrollment and during post-enrollment audits.

PlanSource offers two options for dependent eligibility verification:

- Full Dependent Audit + Ongoing Dependent Verification
- Ongoing Dependent Verification

The process to complete a full dependent audit typically takes 16-19 weeks from planning through post-audit appeals. If you have not completed an audit in the past 12 months, we recommend that you choose the full dependent audit along with ongoing dependent verification services to ensure that you are only covering dependents that are truly eligible according to your business rules.

How a typical full audit works:

4 - 6 Weeks	11 Weeks	2 Weeks
Planning and Implementation	**Live Audit Period**	**Post-Audit Work and Clean Up**

For ongoing dependent verification, PlanSource begins by reviewing all plan documentation to determine associate eligibility and what documentation is required for associates to keep dependents covered. We will configure the PlanSource system to automatically trigger the requirement for documents at just the right time in the benefits shopping and enrollment process.

Associates are automatically notified within the system when documents are required, and they can easily and conveniently attach the required documents. Your associates can even take a picture from their mobile phones and attach it within our mobile-friendly user experience.

When the documents are added, we'll automatically verify eligibility through our DependentIQ instant verification technology. Our services team will manually review any documents that could not be automatically verified, and we will handle all of the related associate communications for you.

It typically takes 4 weeks to complete the implementation process for ongoing dependent verification. Learn more at plansource.com/dependentverification.

Identify Trends and Organization Insights with InsightIQ

InsightsIQ has been purpose-built to supplement and solve for the shortcomings of reporting. While reporting can be powerful, you must spend time to pull, aggregate, and visualize reporting data before you can make strategic decisions.

InsightsIQ removes all the work by pre-aggregating and pre-visualizing your data so that you can jump right to analysis and decision making. The visuals are highly shareable so you can provide the insights your company needs to make the best total rewards decisions possible for your associate's unique needs.

- Executive Summary
- Open Enrollment
- Benefit Costs
- associate Demographics

Learn more at plansource.com/insightsiq.

Associate Benefits Contact Center

We've made it easy for associates to get the help they need. To keep little issues from snowballing into big issues that prevent associates from enrolling in benefits and facing life's events, PlanSource provides help for associates and their dependents with "how do I" questions, login assistance, life event changes and even associate advocacy.

Our contact centers are located in Orlando, Florida and Salt Lake City, Utah. Our standard contact center hours of operation are 8AM ET to 11PM ET, Monday through Friday. Your associates and their dependents can contact us via phone or chat. Our customer service representatives are trained to act as an extension of your benefits/HR team. They can handle a wide variety of inquiries pertaining to login/password assistance, system navigation, benefits coverage, QMSCO calls, life event processing assistance, phone-based enrollment, decision support and more.

Key features of our benefits contact center include:

- Fully integrated multi-channel contact center platform
- 100% of inbound and outbound calls are recorded
- English and Spanish-speaking U.S.-based representatives
- Translation services offered for 200+ languages
- Licensed representatives available
- Branded 1-800 number

In instances where an associate needs assistance with claims or provider issues, PlanSource representatives reach out to the appropriate party to determine the issue and assist with a resolution. Associates may be required to sign and send a HIPAA Authorization Form before contact may be made. When necessary, contact center representatives will place 3-way calls so that all parties can collaborate to resolve issues in the timeliest manner.

Login Assistance

Education and Guidance

Phone-based Enrollment

Life Event Changes

Learn more about how we support associates and their dependents at plansource.com/contactcenter.

Billing Reconciliation and/or Payment Services

PlanSource will gather all the carrier bills each month on your behalf. Our team will then confirm each billing transaction against enrollment data in the PlanSource Benefits Administration system.

Summary and detail reports are then generated for self-reported plans. Once PlanSource is in possession of all billing documents and receives payment from White Cap, PlanSource will remit payment to each carrier via ACH. PlanSource will then perform a monthly audit of discrepancies and will work with the involved parties until the issues are resolved.

1. Gather bills
PlanSource receives bills from your carriers..

2. Audit and reconcile bills
PlanSource audits and reconciles list bills and prepares self-bills using enrollment data.

3. Generate and consolidate invoices (add-on)
PlanSource generates a monthly consolidated invoice listing the totals for each carrier.

4. Pay carriers (add-on)
You submit the grand total to PlanSource, and we remit premiums directly to carriers.

Learn more at plansource.com/billing.

COBRA Administration

PlanSource will handle the full cycle of COBRA administrative responsibilities. This starts with generating and communicating initial and qualifying events notices so you don't have to worry about staying compliant or being subject to penalties. We will audit associates for accuracy using associate data from the benefits administration system, and assume full premium collection, monthly remittance and issue resolution with the carriers on your behalf.

OUTSOURCE YOUR MOST TIME-CONSUMING TASKS FOR MORE STRATEGIC HR FOCUS

Send Notices
Generate notices based upon qualifying events

Process Payment
Process elections and payments from beneficiaries

Reinstate Coverage
Add COBRA coverage and manage the eligibility timeline

Bill Enrollees
Bill enrollees and provide reporting and auditing

Answer questions
Address any questions with our contact center

Manage OE
Handle open enrollment and all future notice requirements

Learn more about COBRA Administration at plansource.com/cobra

Leave of Absence Billing

PlanSource provides direct billing services for employers who have retirees, associates on a leave of absence or other business scenarios where subscribers remain covered under an employers' plan but do not have a paycheck in which to deduct premiums. Managing this process directly with the covered individuals is cumbersome and can be costly as well if premiums are not collected and if coverage is not updated or cancelled in a timely manner.

Simply send us a quick email advising us of a new retiree or individual on leave of absence, then PlanSource can manage the entire process so HR teams can focus on more strategic priorities. We'll manage the invoice process, collect payments from associates, and terminate coverage in PlanSource.

Key features of this service are:

- → Generation of notices and premium bills for associates
- → Online payment collection
- → Contact center support for associates
- → Benefit election updates (changes and cancellations)
- → Reporting for HR teams to monitor and assess participation and cost

Note: This service is available only for companies that use PlanSource for COBRA Administration.

HSA/FSA Administration

For HSAs, FSAs, PlanSource offers a modern mobile experience as well as fully online portal for associates to review their accounts and reimbursements. With full contact center support and online chat help available to all associates, administrators benefit from end-to-end management, including plan and funding design, program operation and reimbursement management.

ADD VALUE TO YOUR BENEFITS PROGRAM WITHOUT INCREASING YOUR ADMIN BURDEN

Online Reimbursement
Associates can request reimbursement and provide receipts

Online Account Management
Associates can view their account balance and transaction history

Mobile App
Associates can manage their account and submit reimbursement requests

HSA Investing
Industry leading investment options for all associates boasting; ability to purchase funds, individual stocks, fractional shares, or choose a guided experience

Benefit Mastercards
Associates can have 1 MasterCard for all benefit accounts

Dependent Mastercards
Associates can request additional cards for eligible dependents

Educational Tools
Associates can calculate tax savings and access list of eligible expenses

Online FSA/HSA Store
Associates can purchase OTC items at a discounted price with FSA and HSA dollars

Contact Center Assistance
Associates can get answers to questions about reimbursements, card status and more

Learn more about Benefit Account Administration at plansource.com/benefitaccounts.

Creating Wildly Successful Customers

IMPLEMENTATION LAUNCH JOURNEY

We understand your success is more than just a tool. You also need the right strategy, set up and people behind it to really maximize your technology investment. That's why PlanSource has an entire team dedicated to ensuring yours is getting the most out of PlanSource, right from the start. Whatever your implementation needs and goals, we have a Launch plan that will get you set up, live and seeing results quickly.

Developed from thousands of successful implementation projects, the PlanSource Launch Journey applies a consistent, structured approach and defined stages to your specific business and benefits requirements.

STAFFING FOR SUCCESS

Weekly Sales & Ops Capacity pipeline review

Project planning and team slotting pre-sale

BEST-IN-CLASS MILESTONE TRACKING

Clear client expectations/effort level

Real-time timeline, issues & EDI file tracking

Weekly status meetings

PROJECT TEAM ALIGNMENT

Customized Team

Experienced Project Managers

SMEs Involved:

- EDI
- API/SSO
- Contact Center
- COBRA
- Billing
- ACA

ONGOING RISK MANAGEMENT

Executive sponsorship

Governance oversight

Cadenced project health reviews

Driving Successful Partnerships

PLANSOURCE AND WHITE CAP

DAY-TO-DAY SUPPORT

- Support for administrative questions
- Training and Education
- Day-to-Day site navigation assistance

MONTHLY PARTNERSHIP OVERVIEW

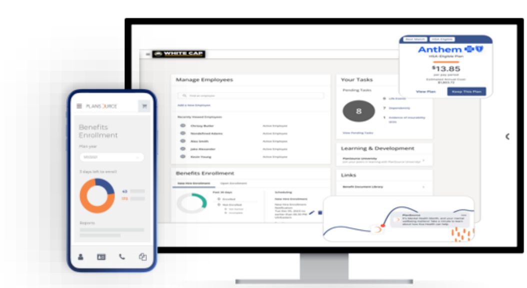
- Review Client Health Sentiment (Quarterly)
- System Quality-Validation reports
- Assist with ACA monitoring report
- Adhoc Project Management

WEEKLY GOVERNANCE & ADMINISTRATION

- Weekly status call
- Review Action Items tracker
- Outsourcing, event approval, dependent verification, eligibility processing and platform review
- EDI Status Updates
- System Change Management

OPEN ENROLLMENT

- OE Survey Completion
- Detailed project planning and tracking
- Guided renewal tool walkthrough
- Configuration and Testing
- OE Pre & Post Audits
- EDI & Payroll File Management



OUR CUSTOMER SUCCESS MODEL FOR WHITE CAP

Full-Service Benefits Administration Outsourcing

PlanSource takes on all administrative processing, so you can focus on driving benefits strategy, engaging associates, and meeting other organizational goals.

Our offering to White Cap includes an experienced service delivery team, custom built around you and led by a client leader who works with you as a strategic partner.

We demonstrate our value through regular status meetings to track progress and give updates, quarterly business reviews to provide transparency, and governance to ensure successful relationships.

	PLANSOURCE	WHITE CAP
Host regular client status meetings to review projects, action log, and open items	●	
Conduct regular business reviews, track and report on SLA and overall PlanSource performance	●	
Change management, system configuration and testing	●	
Provide plan rules to drive system and processing requirements		●
Lead\facilitate open enrollment planning and the guided renewal tool	●	
Perform urgent carrier updates	●	
New hire processing and approvals	●	
Work status event tracking and processing	●	
Dependent Verification	●	
EOI tracking and processing	●	
QMCSO driven updates to eligibility	●	
Monitor demographic data interface	●	
Payroll review and auditing	●	
Manage communication dashboard	◐	

Our Customer Success Philosophy

THE RECIPE FOR WILDLY SUCCESSFUL CUSTOMERS

- **Problem solving** – We are a highly-skilled team of problem solvers who will work tirelessly to foster creative solutions
- **Governance** – The system is built strategically, with processes in place to ensure your success. Projects are managed, tracked, and reviewed by leadership
- **Client feedback** – Your feedback is important to us and it plays a major factor as we refine the PlanSource strategy
- **Empathy** – We don't hesitate to put ourselves in your place, understand where you're coming from and react accordingly
- **Curiosity** – Our team is chock full of curiosity – always digging deeper, looking for ways to improve, and find out more

Our Solution

A comprehensive, configurable and automated platform

Pricing

1 x Implementation Fees	
Benefits Administration (Technology)	$70,000
Eligibility Data Interfaces (EDI) *to carriers and/or third-party service providers, including ownership of carrier discrepancy reports*	*Included* *15 data file feeds and Workday interface* *Additional feeds $2,500 per*

Ongoing Fees		
Service	**Fee**	**Assumptions/Counts**
Benefits Administration (Technology): **The Source** *Eligibility and enrollment open enrollment, new hire enrollment, life event changes, terminations, transfers*	$5.60 PEPM $0.20 PEPM 34 Ineligible/Canadian Associates	8,800 EE 1,100 Canadian Associates EAP only, election data storage only, no EDI 34 benefits ineligible ACA tracking
Employee Call Center (including first level appeals)	Included	
Carrier Bill Reconciliation (including ongoing audits quarterly) or semi-annually)	Included	
COBRA Administration	Included	
Decision Support	Included	
Direct Billing - LOA	$4.25	PEPM (Per employee per month)
FSA Administration (Limited Purpose and Dependent Care)	$3.50	PPPM (Per participant per month) 308
HSA Administration	$0.00	PPPM (Per participant per month) 3,063
QMCSO Administration	$150.00	Per form filed 10 – 12 per month
Verification Services - Dependent	Included	
Verification Services - EOI	Included	

Pricing

Ongoing Fees		
Service	**Fee**	**Assumptions/Counts**
Premium Billing and Financial Reporting	Included	
Ad Hoc Reporting Tools & Standard Reporting Tools (Analytics)	Included	
ACA Compliance • *Load historical employee payroll, time and benefit data from 3rd party data sources (HCM, Payroll, etc.)* • *Load ongoing employee data files from payroll systems and other data sources* • *Support historical and/or on-going calculations of full-time status based on the client specific measurement method* • *Tracking and notification process (reporting, dashboard, etc.) for benefit eligibility status changes* • *Notification process (reporting, dashboard, etc.) for benefit eligibility trend and offer and termination of coverage* • *ACA Compliance: IRS Reporting (Section 6055 / 6056)* • *Populate the reports for Section 6055 and 6056* • *E-file ACA required reporting with the IRS* • *Employee call center for 1095-C questions*	Included	
ACA Fulfillment	$3.00	The system electronically distributes 1095c forms to associates at no additional cost. Fees are only applicable if White Cap would like us to also print and mail the 1095c forms
Closed Loop Payroll incl. FSA/HSA	$0.50	PEPM (Per employee per month)8,800 associates

APPENDIX

Custom Associate Communications

PlanSource can provide everything you need for communicating with your associates about benefits. We'll create a custom communications strategy, plan and materials based on your to-do list and the unique needs of your associates.

Examples of custom communications that can be created to meet your needs include:

Benefit Guides
Create print and digital benefit guides that are engaging and informative resources for associates at initial enrollment and throughout the year

Infographics, Posters and Postcards
Increase awareness of your upcoming open enrollment with memorable digital and/or paper-based materials

Custom Videos
Provide a consistent message to your distributed workforce that increases engagement and understanding of your benefits

OE Video Postcards
Promote your upcoming open enrollment with a simple and cost effective video that reflects your company's brand

Total Compensation Statements
Help associates understand the full value of their financial rewards through a well-designed printed or online statement

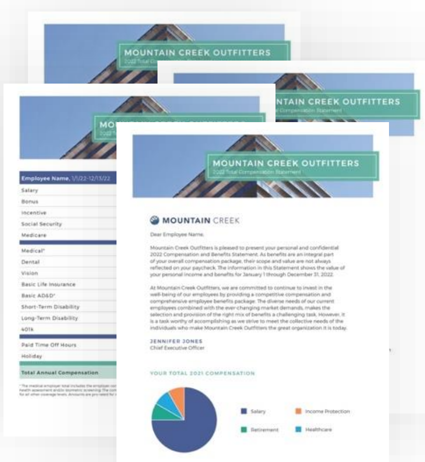
Learn more about Custom associate Communications at plansource.com/custom-communications.

Total Compensation Statements

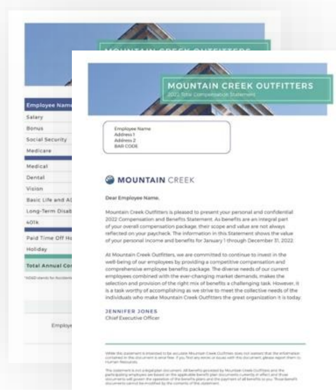
Total compensation statements are personalized documents that showcases the overall value of an associate's financial rewards. These financial rewards could include items like base pay, indirect compensation and less tangible benefits like flexible work arrangements.

Total compensation statements will typically include:

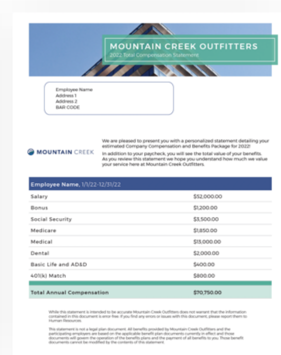
- Medical, Dental and Vision benefits coverage—including amounts paid by associate and employer
- Flexible spending account information
- Paid leave—include vacation/sick/PTO, holiday, personal, bereavement, military pay, jury duty, etc.
- Life and disability insurance
- associate assistance program
- Retirement benefits—include 401(k)/403(b), pension plans, etc.
- Educational assistance programs
- Relocation expenses
- Other benefits



4-page template



2-page template



1-page template

Paychecks pay mortgages, buy food and make vacations possible, so it's easy for associates just to focus on their net pay and forget about everything else that is part of their compensation. Total compensation statements present an important opportunity for HR teams to attract, motivate and retain associates by showcasing the value of benefits.

In addition to keeping associates updated on their current compensation and benefits, they also strengthen the bond between employer and associate. Organizations who distribute total compensation statements typically see a boost in morale, motivation and productivity in their associates. Pretty great results, for a simple statement.

Learn more at plansource.com/custom-communications.