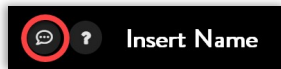
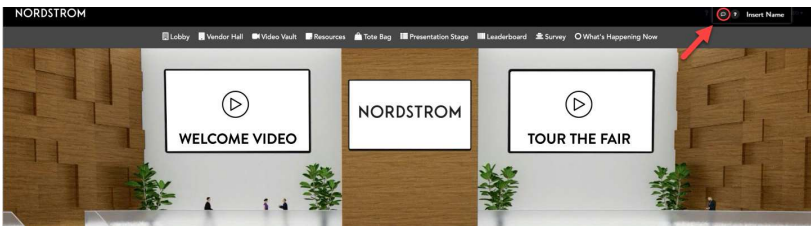


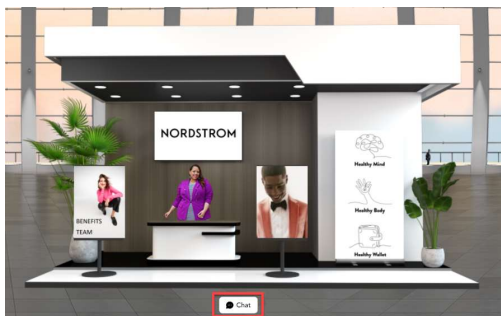
# 2024 Nordstrom Virtual Benefits Fair

During the fair, connect real time, one on one, with benefits experts and ask questions – including questions regarding enrollment, eligibility, and time away. Below is a visual aide on how to maximize your chatroom experience at the virtual fair!

1. Once you log into the fair and enter the lobby, you can access the vendor chatroom two ways:
  - a. Locate the chat icon in the top right-hand corner of the site

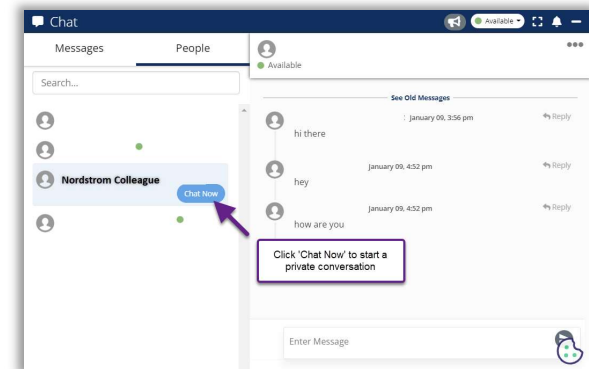


- b. Enter the vendor hall, select your desired vendor booth and click the “Chat” button



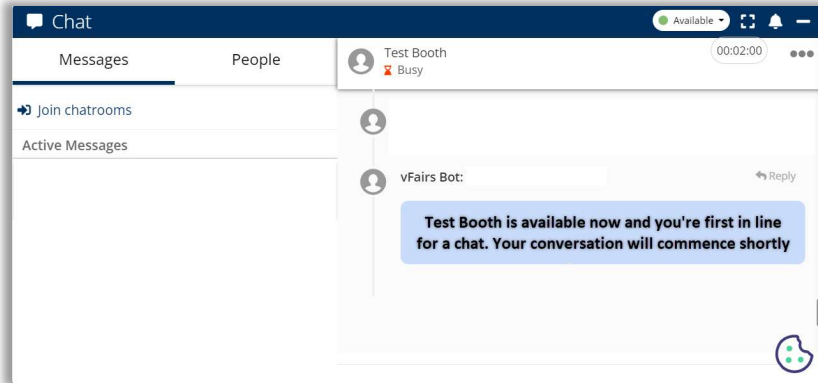
# Chatroom Feature/Functionality Guide

2. Private chat versus chatroom
  - a. A private chat is comprised of a vendor booth representative and an individual attendee. In this private conversation, attendees can ask vendors about their eligibility, personal benefit plans and more. All information is confidential in a private conversation.
  - b. The vendor chatroom is where multiple attendees can ask questions and start discussions with vendor representatives. **No personal information should be shared in a public chatroom.**
3. Private one-on-one chat between vendors and attendees
  - a. How to initiate a private chat:
    - i. An attendee must request to start chat with a booth representative. Once the booth representative has accepted the attendee’s request, **only then** can the attendee/vendor representative start typing to each other.



## 2024 Nordstrom Virtual Benefits Fair

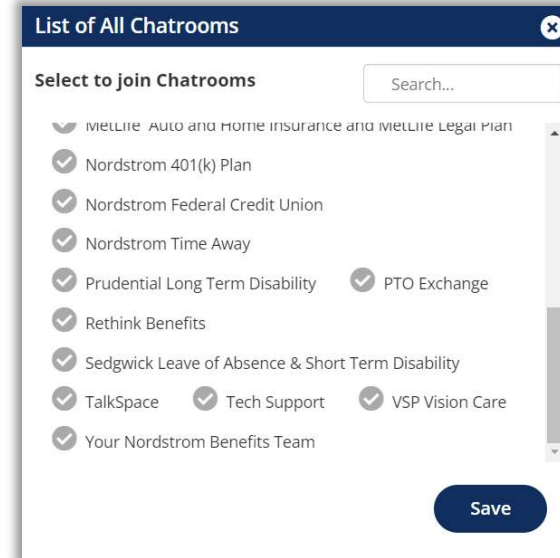
- ii. Additionally, a vendor booth representative can request to speak to a fair attendee and if the attendee accepts their private chat request, the conversation will start.



- b. If an attendee leaves a private conversation with a vendor and comes back to the same vendor, their previous conversation history will still appear.
- c. If a public booth is experiencing high chatroom traffic, we ask our attendees for their patience in starting a private chat with a booth representative.
- d. If you prefer to speak with a benefit expert on the phone, check out the **Benefits Phone Guide for US** at the bottom of this Chat Guide.

## Chatroom Feature/Functionality Guide

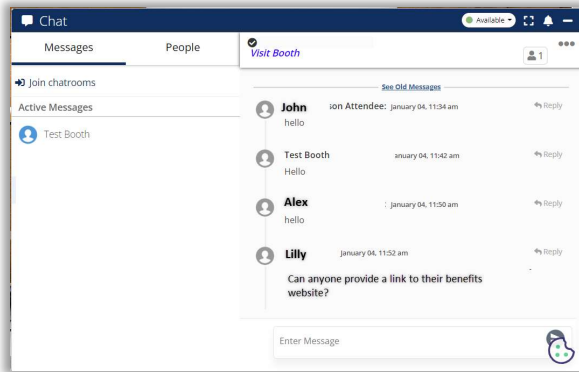
4. Public vendor chatroom
  - a. Attendees can join the public vendor chatroom by clicking 'Join chatrooms' and selecting from a list of benefit chatrooms.



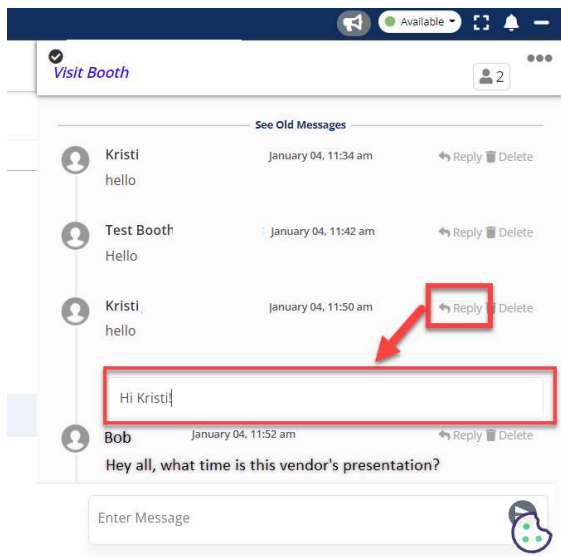
- b. Attendees can review questions, discussion topics and updates on this public chat.

# 2024 Nordstrom Virtual Benefits Fair

# Chatroom Feature/Functionality Guide



- c. If an attendee sends a message in the public chatroom, another attendee, the same attendee or a vendor booth representative can add additional messages to the thread by clicking **'Reply'** to the original message posted.

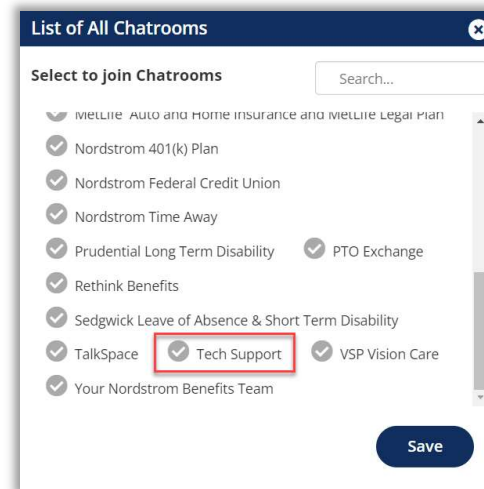


## 5. Need technical support?

- a. If you are having technical issues or need website assistance, click the question mark icon in the top-right corner of the page. You should be directed to the fair's technical support chatroom.



- b. You can also locate the fair's tech support chat in the chatroom list.



## Benefits Phone Guide for U.S. employees

### **BENEFITS PHONE GUIDE**

US

#### **NORDSTROM BENEFITS CENTER**

**844.487.5595**

Benefits Enrollment & Eligibility, 401(k) Plan, Spending Accounts (HSA, HCSA, LHCSA, DCSA), Commuter Spending Account & Transit Subsidy, Well-being (Talkspace, Sharecare), Beneficiaries, Life Insurance and AD&D, Direct Bill, Dependent Verification, Adoption Assistance

#### **EMPLOYEE CONTACT CENTER (ECC)**

**855.NORDYHR (667.3947)**

Time Away (PTO & Self-Managed Time Away), Pay Questions (Paid Sick Leave, Holiday Pay, Bereavement & Jury Duty), Merchandise Discount, Benefit Deductions/Arrears

**NORDSTROM**

#### **LEAVES, DISABILITY & PAID BONDING**

SEDGWICK | 800.788.4360

#### **DENTAL**

CIGNA | 888.324.2616

#### **VISION**

VSP | 800.877.7195

#### **MEDICAL**

AETNA | 877.764.5727

PREMERA | 855.430.5826

KAISER WASHINGTON | 888.901.4636

KAISER CALIFORNIA | 800.464.4000

KAISER HAWAII | 808.432.5955

#### **EMPLOYEE ASSISTANCE PROGRAM**

EVERYDAY SOLUTIONS | 844.314.1124

#### **GROUP HOME & AUTO INSURANCE**

METLIFE | 800.438.6388

#### **GROUP LEGAL PLAN**

METLIFE | 800.821.6400

#### **SUBSIDIZED CHILD/ELDER CARE & TUTORING**

BRIGHT HORIZONS | 877.242.2737

#### **PARENTING & CAREGIVING SUPPORT**

RETHINK | 800.714.9285

#### **EMPLOYEE STOCK PURCHASE PLAN**

SCHWAB | 800.654.2593