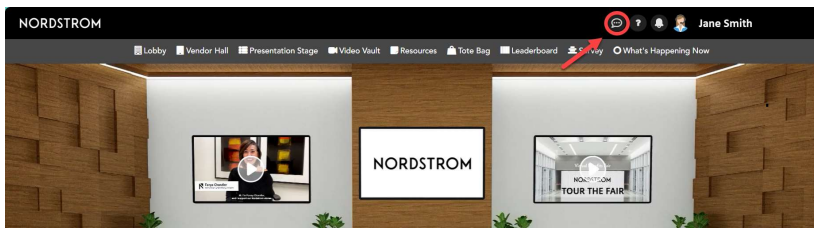


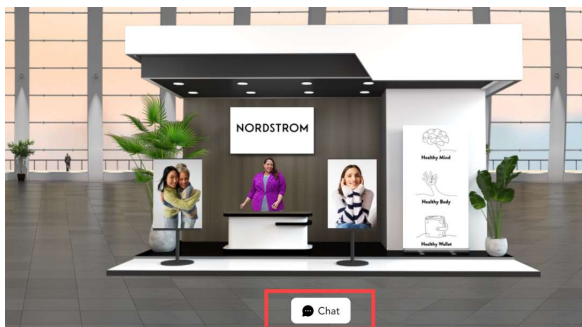
2025 Nordstrom Virtual Benefits Fair

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 chat room experience at the virtual fair!

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

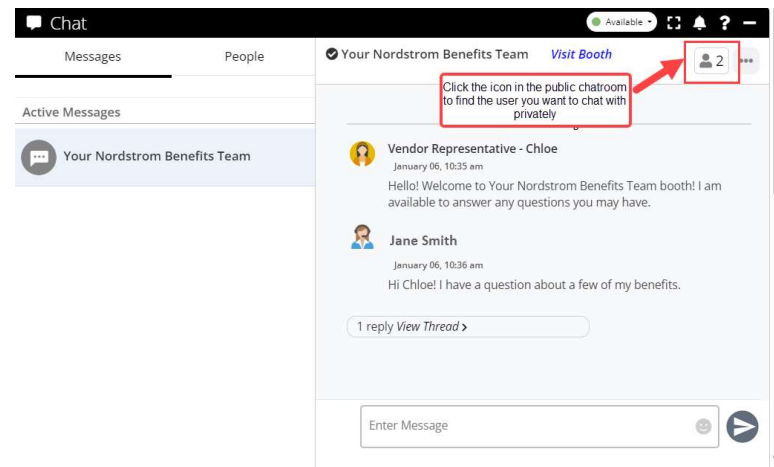


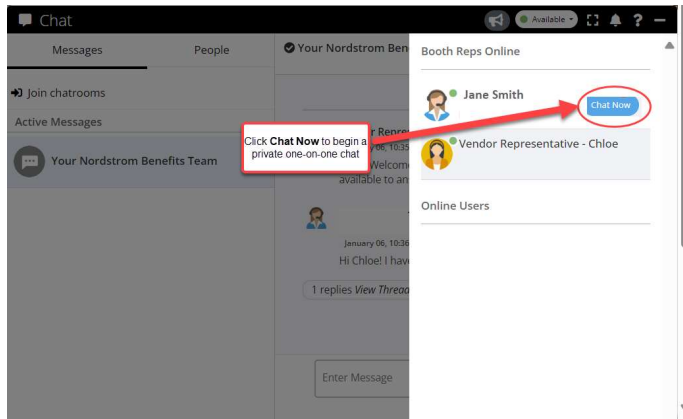
- b. Enter the vendor hall, select your desired vendor booth and click the “Chat” button. From there, you will enter that booth’s **public** chat room.



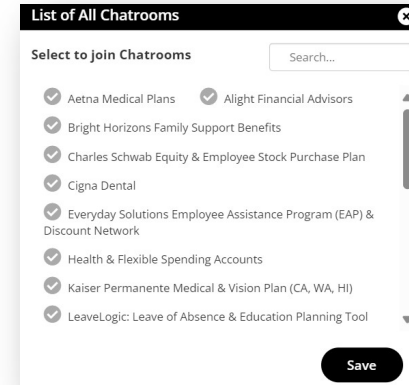
Chat room Feature/Functionality Guide

2. Knowing the difference between a private chat versus public chat room
 - a. A **private chat** is comprised of a vendor booth representative and an individual attendee. In this private conversation, attendees can ask representatives about their eligibility, personal benefit plans and more. All information is confidential in a private conversation.
 - b. The **public chat room** is where multiple attendees can ask questions and start discussions with vendor representatives. **No personal information should be shared in a public chat room.**
3. Private one-on-one chat between vendors and attendees
 - a. How to initiate a private chat:
 - i. An attendee and/or vendor representative will be able start a private chat with one another.





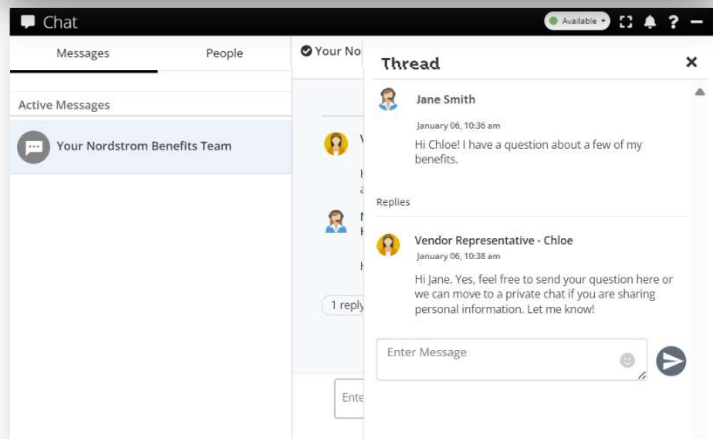
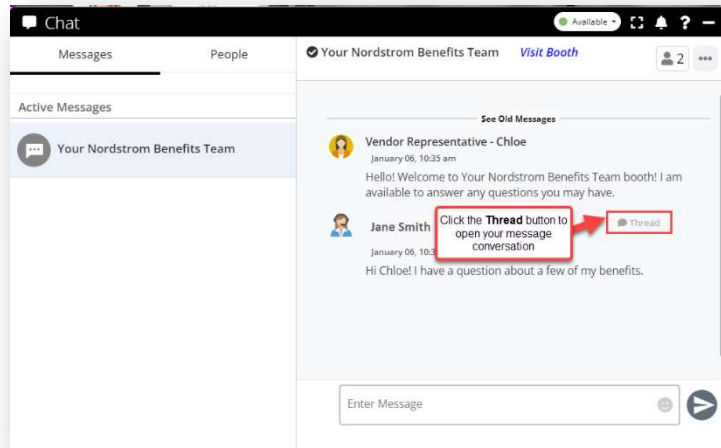
- b. If an attendee leaves a private conversation with a vendor and comes back to the same vendor, their previous conversation history will still appear.
 - c. If a public booth is experiencing high chat room traffic, we ask our attendees for their patience in starting a private chat with a booth representative.
 - 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.
4. Public chat room
- a. Attendees can join the public vendor chat room by clicking 'Join chat rooms' and selecting from a list of benefit chat rooms.



- b. Once in the booth's public chat room, attendees can ask questions, participate in discussions and view other attendees' conversations in the public chat rooms.

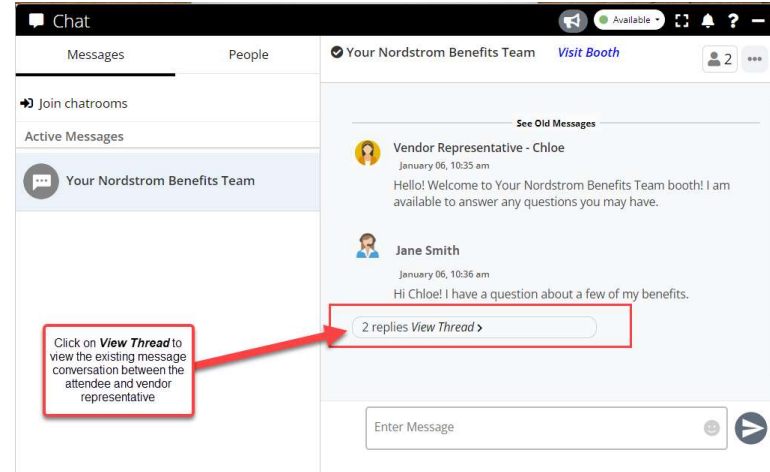
2025 Nordstrom Virtual Benefits Fair

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



Chat room Feature/Functionality Guide

- d. **Important note:** please communicate in your existing message **THREAD** conversation to keep the public chat room messages organized and message strings consolidated.



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 to be directed to the fair's Tech Support chat room.



- b. You can also locate the fair's Tech Support chat in the chat room list.



Benefits Phone Guide for U.S. employees

BENEFITS PHONE GUIDE

US

NORDSTROM BENEFITS CENTER
844.487.5595

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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

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GROUP LEGAL PLAN

METLIFE | 800.821.6400

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