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August 25, 2023

County of Santa Barbara
Katie Torres
1226 Anacapa Street
Santa Barbara, CA 93101

Dear Ms. Torres,

This letter serves to inform you that the Service Agreement between Empathia Pacific, Inc. and County of Santa Barbara for January 1, 2024 through December 31, 2024 is in the process of being finalized; it will then be sent for your review/signature. The contract will renew at the current rate to \$1.63 per employee per month. The EAP benefit package includes a three (3) session model, work/life and wellness services, promotional material, HR/manager services, 21 annual training hours, and access to www.mylifematters.com. On-site critical incident response is available on a fee-for-service basis.

As our primary contact person for the EAP program, if you would like to access benefit/pricing information, utilization reports, promotional material, and guides to handle organizational issues, log into the "Dashboard" website (<http://myportal.mylifematters.com>) with your e-mail address and password: COSB3. You can also contact me with any questions, feedback, or requests, if you prefer.

As a reminder, the "LifeMatters EAP" website can be accessed at www.mylifematters.com:

Employee password: COSB

Manager/Supervisor password: COSB2

Thank you for your cooperation and we look forward to continuing to serve your company. If you have any questions or feedback, feel free to contact me at your convenience.

Sincerely,

Jeremy Schabow, MM
Account Executive
Empathia, Inc. \ LifeMatters EAP

*cc: Kim Hauk, Nancy Mallaret, Eugenia Fung, Isaias Hernandez (Alliant Employee Benefits)
Patti Ackermann (Empathia Pacific)*