

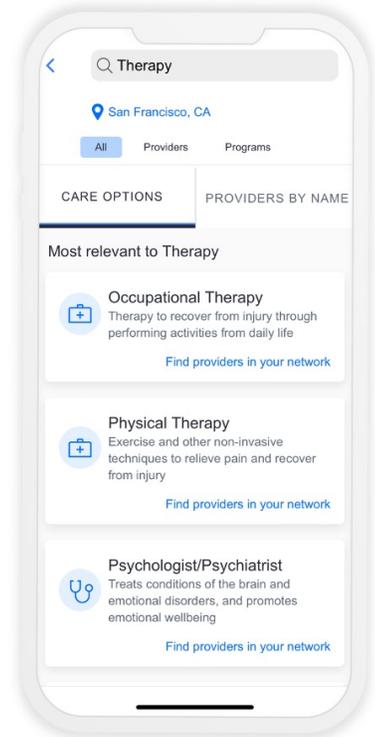
## Improved Search Experience

Based on member research, we have improved the search experience by implementing new prioritization logic to provide the most relevant search results. By analyzing member behavior within the platform, we will now elevate the most searched and clicked topics to the top of recommended search results. This provides deeper personalization to improve engagement with relevant page recommendations and enhances the overall member experience.

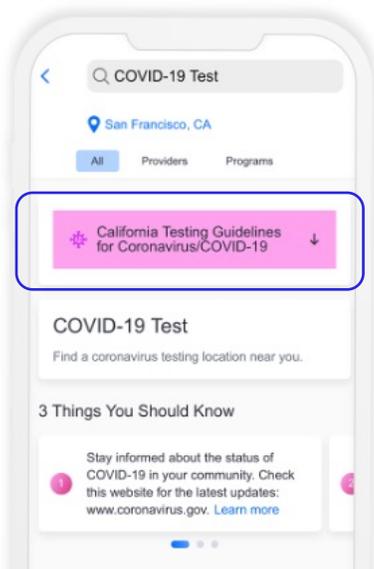
For example, when a members searches for therapy, the initial results in order may be:

- Occupational Therapy
- Physical Therapy
- Psychologist/Psychiatrist

If a member is consistently selecting Psychologist/Psychiatrist, we will move Psychologist/Psychiatrist up the order of search results and adjust the suggested options to better direct members to the most relevant pages and information.



Impacts The Following Customers ● ● ● ●



## Removal of Pink Banner on COVID-19 Test Entity Details Page

For the next phase of the COVID-19 pandemic, we want to continue to provide direct access to relevant and useful COVID-related information. Members will continue to have access to information about COVID-19 state guidelines. Castlight will remove the pink banner pointing to this information on the COVID-19 Test Entity Details Page. This adjustment will simplify the member experience and only surface the most relevant tools and information. When members search COVID-19 Test in Castlight, they will continue to see the best in-network facilities for them chosen based on distance, cost, and convenience.

Impacts The Following Customers ● ● ● ●

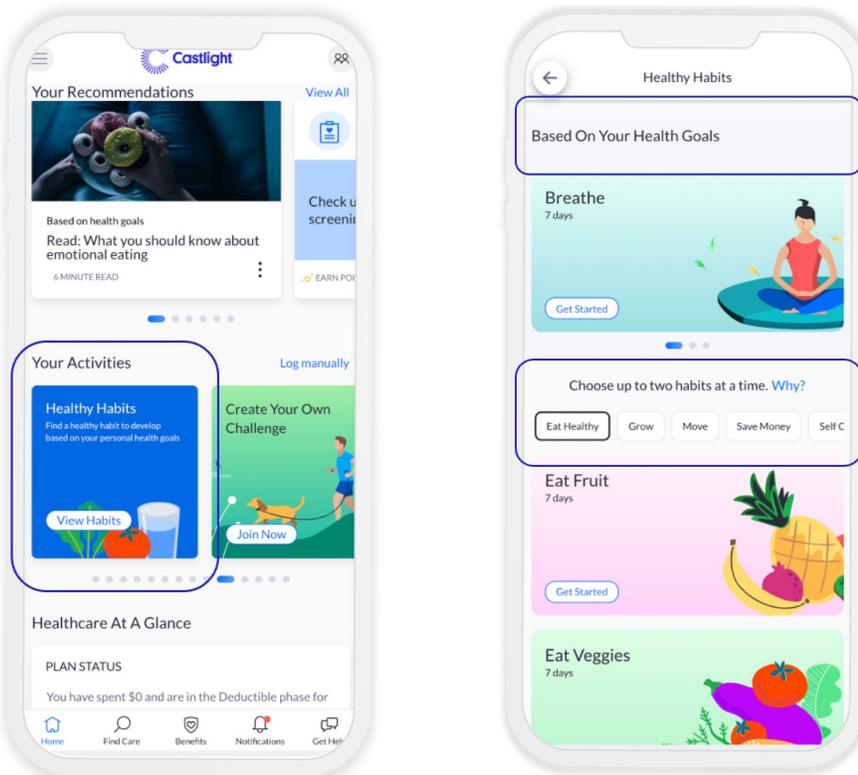
### Product Feature Key:

- Whole Health Navigation
- Care Navigation
- Complete Digital Hub
- Care Guidance
- Holistic Wellbeing

## Healthy Habit Recommendations based on Health Goals

Members will now see relevant Healthy Habit recommendations from their selected health goals. By mapping individual health goals to the most relevant habits, we hope to encourage members to engage in behaviors that help them meet their personal health and wellbeing goals. In the Healthy Habits page, members will now see a carousel of personalized suggestions at the top of their screen, as well as a new blue Healthy Habits tile to nudge members from the home page.

Impacts The Following Customers ● ● ●



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