

WELL-BEING REIMBURSEMENT PLAN GUIDELINES

The Well-being Reimbursement plan has been established by Rakuten International to reimburse you for well-being related expenses that support your mental and physical health. Your well-being is Rakuten International's commitment to keeping a healthy and happy workforce.

LIFESTYLE SPENDING ACCOUNT ALLOWANCE

Yearly (Maximum)	\$350/year
Eligible Participants <i>When will I be eligible for the LSA program?</i>	<ul style="list-style-type: none"> The Well-being Reimbursement plan is available to part-time and full-time regular, intern, and fixed-term employees. New hires become eligible on day of hire.

REIMBURSEMENT GUIDELINES

Eligible Expense Dates <i>What date should my receipt show?</i>	Between January 1 (or new hire eligible date, if later) and December 31 of the current program year.
Final Date to Submit <i>What is the last day that I can submit expenses?</i>	January 31 for the previous year's plan.
Submissions / Receipts <i>What does my receipt need to include?</i>	Must include: <ul style="list-style-type: none"> Date of purchase Description of item/service Dollar amount paid Payment date is acceptable in lieu of Date of purchase if a date is not pre-printed on the receipt.
Reimbursement Schedule <i>When will I get my reimbursement?</i>	Please allow up to 1-2 pay cycles after claim approval to receive reimbursement. Reimbursements are processed monthly. Your reimbursement will be refunded through your regular payroll.

ACCOUNT FUNDS

Expiry Date <i>When do my LSA funds expire?</i>	December 31 (funds do not carry over into the following year).
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REIMBURSEMENT PROCESS

We've partnered with Espresa, a Personal Benefits® platform, making reimbursements even easier. Espresa's web and mobile apps allow you to upload receipts directly for approval in real-time. Here's how you get started and submit your claims.

ACCESSING YOUR ESPRESA ACCOUNT

New Users

How do I log in for the first time?

Web App:

1. Visit <https://espresa.com/login>
2. Enter your primary Rakuten email address and select “Continue”
3. Please click “Set or reset password” and password instructions will be sent to your Rakuten email address

Note: You must use your Rakuten email address to register for Espresa. If you try to register for an account with a personal email address, you will receive an error. Trouble creating your account? Please reach out to [Member Support](#).

Mobile App:

1. Download the Espresa app on iOS or Google Play
2. After downloading the app, click “Log In” and enter your primary Rakuten email address
3. Select “Continue”
4. If you have never set your password, please click “Set or reset password” and password instructions will be sent to your Rakuten email address

Note: You must use your Rakuten email address to register for Espresa. If you try to register for an account with a personal email address, you will receive an error. Trouble creating your account? Please reach out to [Member Support](#).

Returning Users

Web App:

1. Visit <https://espresa.com/login>
2. Log in with your primary Rakuten email address and password you previously configured

Mobile App:

1. Open your Espresa app on iOS or Google Play
2. Log in with your primary Rakuten email address and password you previously configured

Submitting Reimbursements

How do I submit a request for reimbursement?

1. Log into Espresa (Mobile or Desktop)
2. Click on “Reimbursements” on the left-hand navigation menu from any page within the platform
3. Select “Lifestyle Spending Account”
4. Read Instructions and Documentation
5. Enter expense description, amount being claimed and any comments (if applicable)
6. Attach receipt and click “Submit”
7. After submitting, you will receive an email confirmation to let you know your claim is in review
8. Determination of a reimbursement request will generally be made within 5 days from the date which a request is received, unless additional information is requested
9. If the Espresa team has any questions about your claim, they will reach out through the convenient in-claim chat and you will be notified via email and/or a push notification from the app when you have a new message to review
10. Once your claim is approved, you will receive email confirmation
11. **Please allow up to 1-2 pay cycles after claim approval to receive reimbursement**

ADDITIONAL DETAILS

- Reimbursements are taxable and subject to applicable payroll tax withholding. This means the amount you receive in your paycheck will be the amount you submitted for, minus federal and state income tax. Reimbursements issued from this benefit will be imputed as income through payroll.
- You will have access to the Espresa platform through your last day of employment with Rakuten International. Coverage ends on your employment termination date.
- The claims administrator for your Lifestyle Spending Account program is Espresa.
- Please see the FAQs Section at the end of this document for more details.

WELL-BEING REIMBURSEMENT PLAN OR HEALTHCARE FSA?

Items covered under an LSA are being provided for general health and wellness purposes. These items are not covered where the services are for the treatment of a medical diagnosis or condition. Where services are for treatment of a medical diagnosis or condition, an individual may be able to seek reimbursement under the FSA, HSA, or major medical plan.

EXPENSE GUIDELINES FOR REIMBURSEMENT

Provided below are examples of items that are eligible and non-eligible for reimbursement. Rakuten International and Espresa, as the plan adjudicator, reserve the right in their sole discretion to determine whether an expense is eligible for reimbursement. Please note that spouse and dependent expenses are not eligible.

CATEGORY	ELIGIBLE EXPENSES	NON- ELIGIBLE EXPENSES
Well-being	<ul style="list-style-type: none"> • Financial planning or tax advice with a Certified Financial Planner (CFP) or financial advisor. • Any type of fitness or exercise-related lessons, classes (in-person or online), or personal training. • Any type of massage therapy recovery tools for the home (i.e. foam roller, deep tissue massage gun like Theragun, lacrosse balls) specific to exercise recovery ONLY. • Smoking cessation program fees and nicotine replacement items approved by the FDA (Ex: gum and patches). • Any type of clothing or footwear, including orthotic inserts, designed for or assisting with any fitness or exercise activity. • Any type of electronic device that assists with or tracks fitness activity, including the Apple watch or other similar device. • Any type of equipment or hardware used for, or to assist with, any fitness or exercise activity, including at-home exercise equipment. • Any type of gym membership or sport-related club membership fee, including online fitness subscriptions and fitness apps. • Any type of support gear or brace device worn on the body that assists with or allows for fitness activities. • Weight loss program fees and/or monthly membership fees, and weight loss PROGRAM food costs. • Dietary supplements to support a person's diet or health goals. These supplements may include vitamins, minerals, amino acids, herbs, or other botanicals, as well as substances like protein powders or meal replacement shakes. 	<ul style="list-style-type: none"> • Medical, dental, vision expenses. • E-Cigarettes and vaping devices or supplies. • General grocery or food items. • General massage services or massage visits. • Massage chairs or similar massage pads. • Spa therapy or Spa services/visits. • Dietary supplements prescribed by a healthcare provider for medical treatment purposes are classified as a healthcare expense and are not eligible for reimbursement under this plan. • Any expense not explicitly listed.

- Any type of equipment or hardware used for, or to assist with adaptations to your home or workspace to promote ergonomic efficiency and well-being.

ADDITIONAL EXCLUSIONS

- Expenses incurred prior to the beginning of the current year.
- Expenses incurred prior to your employment with Rakuten International.
- Expenses that are not aligned to the Rakuten International Code of Conduct.
- Expenses incurred by/for partners or dependents (other than those noted as otherwise eligible).
- Expenses that were already reimbursed by another Rakuten International plan or program.
- Medical care expenses identified in Internal Revenue Code Section 213(d) (Internal Revenue Service Publication 502 provides a useful summary of expenses that qualify as medical care expenses under Internal Revenue Code Section 213(d)).
- Expenses that do not fall within one of the eligible reimbursement categories listed above.

FREQUENTLY ASKED QUESTIONS

Q: I am a new hire. How does my funding work?

A: New hires will receive the full \$350 Lifestyle Spending Account amount upon benefits eligibility date.

Q: Is the reimbursement amount taxable?

A: Yes, this benefit is considered taxable income. The amount reimbursed will be added to your W-2 as taxable income per IRS regulations. Keep in mind, Rakuten International and Espresa do not provide tax advice. If you have questions about how this benefit may affect your taxes, please consult your tax advisor.

Q: Are my family's expenses reimbursable?

A: This benefit is for employees only. Employees may submit for reimbursement of their individual portion of a family membership (calculated by dividing the total cost by the number of family members), but the full family membership cost is not eligible.

Q: What if my online subscription includes more than just fitness? (i.e., Apple One membership includes tv, music, arcade, cloud, news, and fitness)

A: You can only claim the fitness portion of your subscription. For example, if you purchased an Apple One membership, you can claim the Fitness+ portion of the subscription fee (currently \$9.99/month)

Q: What if I cannot produce a receipt?

A: We cannot approve claims without some form of receipt/documentation.

Q: How do I submit a receipt for items I paid in cash (i.e. used equipment, babysitting)

A: Payment apps may be used, but you must be able to produce a receipt. If the item was purchased through Facebook Marketplace, Craigslist, or other please have the seller create a receipt or submit the listing and/or Venmo transaction with description of item purchased as your documentation.

Q: I am having trouble uploading my receipt as an attachment to the claim.

A: Espresa allows the following formats: png, jpeg, jpg, pdf, doc, docx, xls, xlsx. If you are still having trouble, please reach out to [Member Support](#) for further assistance.

Q: What happens if my claim is denied but I believe it's eligible?

A: If your claim is denied and you'd like to appeal the decision, you can open a support ticket by reaching out to [Member Support](#) with why you feel the claim is eligible and any supporting documentation. The matter will then be escalated for review and a final status determination will be made. To improve the approval process, employees should write in the Category and Eligible Expense details from the approved list above when submitting a claim.

Q: If I do not submit claims for the full reimbursement amount, can any remaining balance be rolled over to the next year?

A: No, unused balances will not be rolled over to the following program year. If you do not use the full benefit, the remaining balance will be forfeited at the end of the year.

Q: I'm leaving Rakuten International, when is the deadline for me to claim my Well-being reimbursement claim?

A: You have 30 days from your last day of employment to submit any remaining reimbursement claims through Espresa. If you need to submit a claim after your termination date, please contact support@espresa.com for assistance. All expenses must have been incurred while you were actively employed at Rakuten International in order to be eligible.

Q: I missed the deadline to claim my reimbursement benefit, what can I do?

A: Employees have 31 days from the year or until January 31 of the following year to submit claims incurred January 1 - December 31. Unfortunately, there are no exceptions.

Q: Am I eligible for this benefit if I'm on a leave of absence?

A: Expenses incurred prior to the commencement of an approved leave of absence are eligible to receive reimbursement. However, expenses incurred during any leave of absence are not eligible for reimbursement.

Questions? Visit the [Espresa Help Center](#).

Important Notice

This booklet is intended to help you understand the main features of the Rakuten International Lifestyle Spending Account benefit for eligible employees. All terms and conditions of the program, including your eligibility and any benefits, will be determined by the employer in its sole discretion.

Rakuten International may, in its sole discretion, modify, amend, suspend or terminate any and all of its HR policies, programs, plans and benefits, including those described in this booklet, in whole or in part, at any time, without notice to or consent of any participant, employee or former employee to the extent permissible under applicable law.

Nothing contained in this booklet is intended to constitute or create a contract of employment, nor shall it constitute or create the right to remain associated with or in the employ of Rakuten International for any particular period of time. In addition, no oral or written statements made by anyone acting on Rakuten International behalf are intended to create the right to remain associated with or in the employ of Rakuten International for any particular period of time.