

Expanding Support for Shoppers Affected by COVID-19



Instacart

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As COVID-19 continues to impact communities across North America, we're committed to providing ongoing support to shoppers affected by this crisis. Today, we're expanding several offerings to help members of our shopper community during this critical time.

Expanding Extended Pay Program

We are continuing to offer up to 14 days of pay for any full-service shopper or part-time employee—including in-store shopper, shift lead, site manager, or Instacart Care agent—who is diagnosed with COVID-19 or placed in individual mandatory isolation or quarantine, as directed by a local, state, or public health authority. As of today, we're expanding this financial assistance to shoppers who are clinically diagnosed with COVID-19 by their medical provider as we continue supporting employees and shoppers impacted by COVID-19. Shoppers can visit the Health and Safety Guidelines in the Shopper app or help center for more information.

Piloting Access to Free Telemedicine Consultations

To help ensure the shopper community has access to the care they need, we are piloting a new partnership with Doctor on Demand to offer free COVID-19 assessments and telemedicine consultations for shoppers in select regions. This offering will be available for shoppers in Pennsylvania and Washington, DC, as of today, with more regions expected to roll out in the future.

As part of this pilot, any shopper experiencing symptoms of COVID-19 may take the online assessment through Doctor on Demand to help them determine whether or not they need to seek additional medical attention. Based on the results of the assessment, shoppers can



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evolving our offerings to provide shoppers with the resources they need during this time. Our commitment to the shopper community is ongoing and will continue throughout and long after this crisis. Thank you for being a part of our shopper community.



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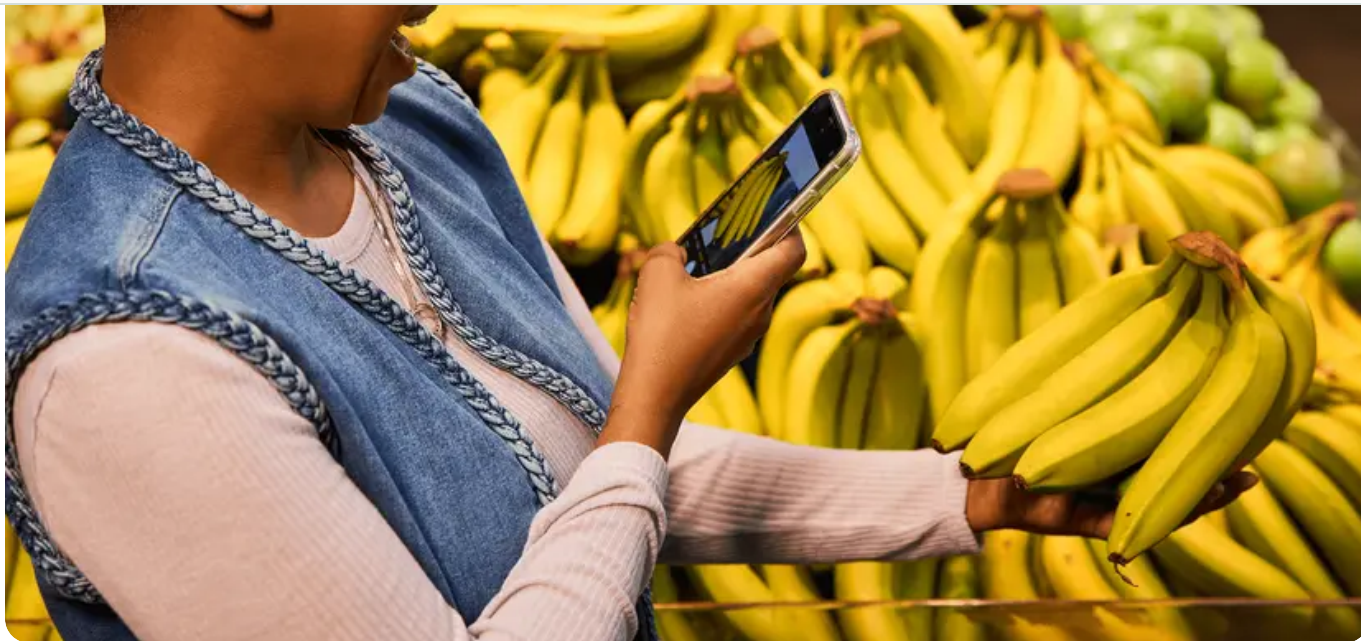
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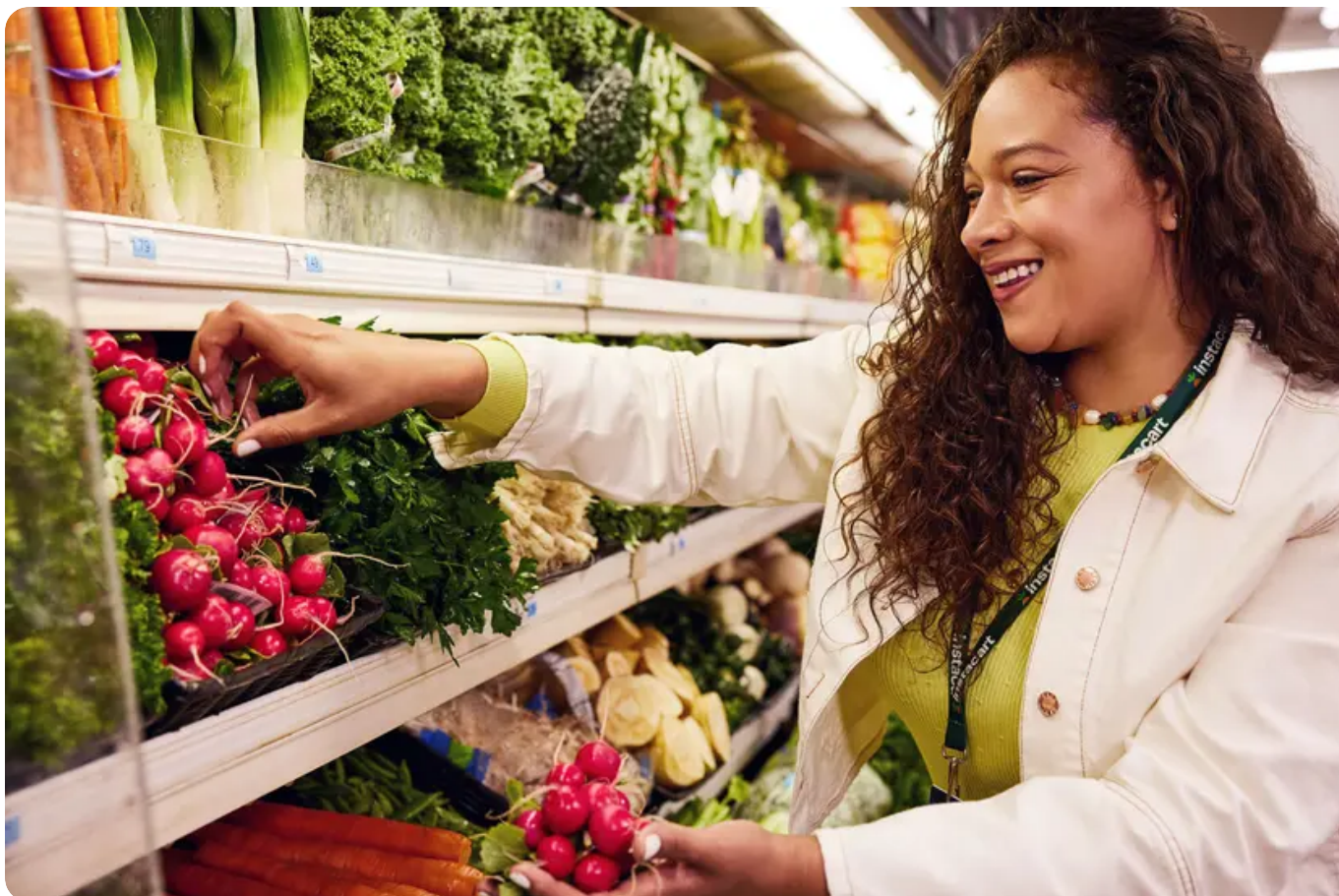
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A Renewed Commitment to the Shopper Community

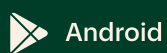


Our Commitment to Shoppers: Recognition and Rewards for the Best of the Bunch



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