

AEO INC.

Employee Backup Care Benefits Guide

A detailed guide to your Backup Child and
Adult Care, Pet Care, and MyLife™
Concierge benefits with CorporateCare

Company:

American Eagle Outfitters

Contract Year:

January-December 2027

01

Benefits Overview



Giving you *peace of mind.*

CorporateCare is honored to provide American Eagle Outfitters with **National Backup Child and Adult Care, Pet Care, and MyLife™ Concierge**: when and where you need it!

Understanding your needs

You no longer need to miss work when interruptions occur in your care routine. Child or Adult Care is available in your home, hotel if traveling for business or anywhere in the US your loved ones reside.

We deliver care options designed to meet you in your comfort zone.

My Choice® Care

The ability to self-select any child/adult caregiver or care-based center of YOUR choice. When selected, direct employee reimbursement is provided.

[LEARN MORE](#)

In-Network/ In-Home Care

Access to our national network of professional and highly qualified Caregivers.

[LEARN MORE](#)

Daycare Reserve (In-Center)

Access to premium daycare placements through our national network of participating daycare centers.

[LEARN MORE](#)

Backup Child Care

Flexible child care options for unexpected care disruptions.

When the unexpected occurs

CorporateCare provides nationwide Backup Care for children of all ages. When missing work is not an option, Backup Care provides real-time solutions.

We provide support for:

- ✓ Sick Children who can't go to school
- ✓ Regular caregiver cancellations
- ✓ Work-related events
- ✓ School or daycare closures
- ✓ ...and the other endless reasons you need child care

All Care Providers are thoroughly vetted, and care may be provided in your home or wherever your loved ones reside.

Care options designed to meet you in your comfort zone

In-Network/ In-Home Care

Access to our national network of highly qualified Caregivers.

Daycare Reserve

Access to premium daycare placements in our network.

My Choice® Care

Ability to self-select any caregiver or center-based of your choice. When selected, direct employee reimbursement is provided.

Submit a request:



844.888.CARE (2273)



CorporateCareSolutions.com



Adult & Elder Care

Reliable care support for aging loved ones and dependent adults.

We are here to help when breakdowns in Adult Care occur

In addition to Child Care, CorporateCare provides Backup Care for adults of all ages. We help with securing adult caregivers when and where you need them.

We provide support for:

- ✓ Spouse, partner or loved one recovering from an injury
- ✓ Adult dependents with special or neurodiverse needs
- ✓ Regular Adult caregiver cancellations
- ✓ When an aging loved one needs companionship, assistance, or support
- ✓ ...and the other endless reasons you need adult/elder care

All Care Providers are thoroughly vetted, and care may be provided in your home or wherever your loved ones reside.

Care options designed to meet you in your comfort zone

In-Network/ In-Home Care

Access to our national network of highly qualified Care Providers.

My Choice® Care

Ability to self-select any adult caregiver of your choice.

Submit a request:



844.888.CARE (2273)



CorporateCareSolutions.com



Pet Care

Trusted care for your pet when you can't be there, including during recovery, schedule changes, unexpected needs, or work travel.

Care for your furry family members

Most employees consider pets to be family too! In some cases, your furry loved ones may be the only “family” in need of assistance.

Whether your pet is recovering from surgery, or you need a pet-sitter while traveling for work, we can help.

National Pet Care provides

- ✓ True “work & pet-life balance” while being present and productive in the workplace
- ✓ The option to select ANY pet-sitter or boarding facility
- ✓ A desirable alternative when the unexpected inevitably occurs
- ✓ The ability to travel for work and accommodate extended workdays

Pet Care Benefit Details:

- Pet Care Requests can be submitted 24/7 via mobile app, website or by phone
- Select a pet-sitter or boarding facility of YOUR choice
- Direct employee reimbursement provided via check or direct deposit

Submit a request:



844.888.CARE (2273)



CorporateCareSolutions.com



Camp Reimbursement

Comprehensive camp/child care benefits that best meet your family's needs

Flexibility for families when school is not in session.

Our child care camp reimbursement program that allows employees to select and utilize day camps, overnight & residential camps, and other child care programs.

Submit a request:

 844.888.CARE (2273)

 [CorporateCareSolutions.com](https://www.corporatecaresolutions.com)



Camp Reimbursement Benefit Details:

- Camp reimbursement can be requested 24/7 via mobile app, website or by phone
- Select day camps, overnight or residential camps of your choice
- Direct employee reimbursement provided via check or direct deposit

Camp Reimbursement Request

Submit eligible camp expenses for reimbursement in accordance with your employer's Camp Reimbursement benefit guidelines. Proof of payment is required.

Step 2 of 4

Camp Information

CAMP INFORMATION

Camp Name

Camp Type

Camp Start Date

MM/DD/YYYY

Camp End Date

MM/DD/YYYY

Back

Continue

Select Care Request Type

Well Child Care

Sick Child Care

Adult Care

Camp Reimbursement

Care Pass

Empowering employees to choose the care platform that best fits their needs



Allowing you to choose the platform that works best for your family.

Our Care Pass reimbursement program allows you to purchase memberships or subscriptions from the family care marketplaces or platforms of your choice. Another way to source child care, adult care, pet care, or other family care services.

Examples:

- ✓ Care.com
- ✓ UrbanSitter
- ✓ Sittercity
- ✓ Rover
- ✓ ...and other providers

WHAT'S NEW

You can now use any family care platform you would like (such as **sitter city, rover, care.com or urban sitter** to name a few) and get reimbursed for it.

WHAT'S CHANGING

Effective 1/1/27, your care.com access will be turned off. If you were using care.com to hire caregivers and post jobs and want to continue, please create a new account with your personal email. You can submit the receipt and get reimbursed up to \$150.

The screenshot displays the CorporateCare portal interface. The main dashboard shows progress bars for 'Child / Adult Care Days' (9 Available, 1 Pending, 3 Utilized, 2 Pending Confirmation) and 'Pet Care Days' (10 Available, 0 Pending, 5 Utilized, 5 Pending Confirmation). A 'Tutor' section shows 7 Available days. Below these are links for 'AMERICAN EAGLE' and 'AEO HR Contact'. A 'My CCS Notes' section lists recent notes. A 'Care Pass Request' modal is open, showing 'Step 3 of 4' for 'Reimbursement'. It includes 'REIMBURSEMENT INFORMATION' with fields for 'Total Membership/Subscription Expense' (\$350.00) and 'Amount Requested for Reimbursement' (\$350.00). The 'PROOF OF PAYMENT' section shows a file upload of 'Sittercity_Receipt.pdf' (23.5MB, 100% uploaded successfully). A 'Continue' button is highlighted with a mouse cursor.



How may we help you?

Life Management Services and Support for Employees

Work. Life. Responsibilities. You Don't Have to Do It Alone.

We help you navigate it all, from prenatal care to college prep. MyLife™ Concierge curates trusted support, including after-school programs, speech therapy, study abroad, and services for neurodivergent children, helping you find the resources your family needs at every stage.

- Navigating college applications?
- Planning a unique client or team celebration?
- Arranging meal delivery for an elderly loved one?
- Summer programs that meet your needs?
- Finding volunteer opportunities at local charities?

Access your MyLife™ Concierge

Login to your CCS employee portal or contact us to get started:

 1.877.223.6621

 AEO@mylifeconcierge.net



Helping Parents Do It All

We help you navigate it all—from prenatal care to college prep. MyLife™ Concierge curates trusted support, such as: after-school programs, speech therapy, study abroad, and services for neurodivergent children so you can focus on what matters most.



Supporting Health & Well-being

Our wellness solutions connect you with resources for mental health, nutrition, fitness, sleep improvement, life coaching, and stress management.



Seamlessly Coordinated Care

Supporting aging loved ones can be challenging. MyLife™ Concierge provides expert help with research, scheduling, and coordination for both short- and long-term needs: housing, medical appointments, transportation, prescriptions, equipment, and more.



Simplifying Everyday Life

MyLife™ Concierge helps you manage daily tasks like finding a reliable plumber or attorney to arranging cleaning services, relocation support, auto repairs, notary services, and more.



Support When & How You Need It

You'll get personalized support anytime, anywhere by phone or online. Your MyLife™ Concierge will be readily available every step of the way. Each interaction is handled by 100% on-shore team.

Deals & Discounts



As a valued client, we are honored to offer you more than Backup Care.

Choose from a wide range of family care discounts and including but not limited to Wellness, Mental Health, Financial Wellness, Children & Family Care benefits plus deals and discounts for the whole family.



Meal Kits



Pet Supplies



Entertainment



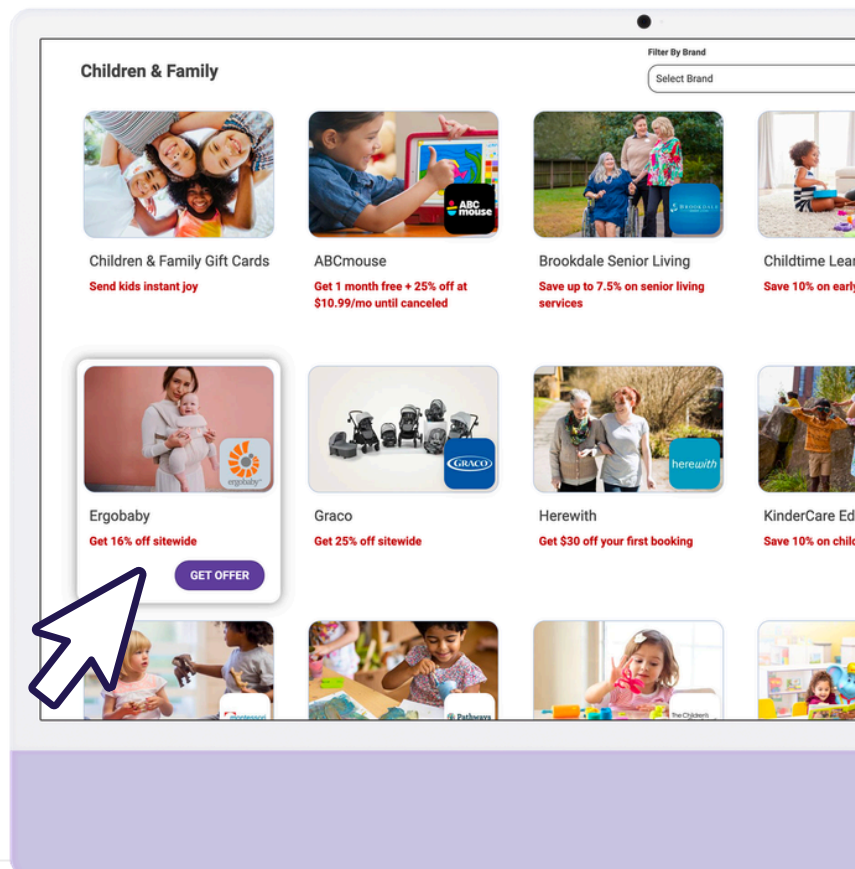
Vacation Rentals



Flowers & gifts



and so much more...



02

Care Options

In-Network/In-Home Care Access



Delivering Access to a National Network of Professional and Highly Qualified Caregivers

Caregiver Requirements:

- ✓ CPR Certified in accordance with applicable law
- ✓ Criminal Background Check
- ✓ Department of Motor Vehicle record search
- ✓ Drug testing in accordance with applicable law
- ✓ Fingerprinting where available
- ✓ Minimum 1 year experience in care criteria
- ✓ Name and Address Verification via SSN
- ✓ NSOR Check (National Sex Offender Registry)
- ✓ Personally interviewed / character references
- ✓ U.S. Work Eligibility Verification

My Choice[®] Care Program

Care options designed to meet you in *your* comfort zone

Self-select your own preferred care provider and leverage your personal network.

My Choice[®] is designed to alleviate stress and meet you in your comfort zone. When you need Child Care or Adult Care, the best way to understand My Choice[®] is: **“It’s Your Choice.”**

My Choice[®] is a desirable alternative when:

- Utilizing a known caregiver is paramount
- Medication administration is needed
- Advanced or medical level of care is required
- Care needed in a rural or remote location
- Driving of dependents is necessary
- Cultural or language preferences are essential

My Choice[®] care provides:

- ✓ The ability to self-select the **child or adult caregiver** of your choice
- ✓ The ability to utilize any **US center-based care** of your choice
- ✓ Direct employee reimbursement
- ✓ Ability to be present and productive

My Choice[®] is care provided your way - when and where you need it!

See Policies and Procedures in your employee portal for more information.

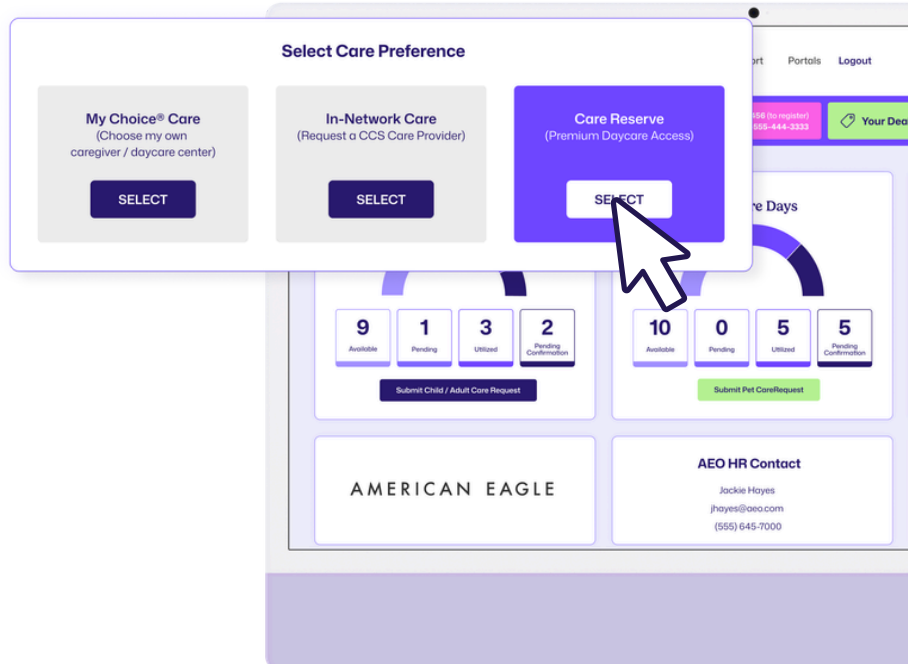
Daycare Reserve (In-Center)

Access to premium daycare placements

Premium daycare access

Backup Child Care service that provides eligible Employees access to premium daycare placements through our participating daycare centers made available through CCS. Each Care Reserve day utilizes one Backup Child Care day per child.

- ✓ Direct access to one of the nation's largest daycare networks
- ✓ Centralized, technology-driven experience with real-time request visibility
- ✓ Streamlined placement and provider coordination through a single platform
- ✓ Expands Backup Child Care access while delivering a seamless member experience



03

Benefit Details & Registration

Your Backup Care benefits

2027 Benefit Details

Child/Adult Backup Care

Backup Care Units (days)	10 /year
In-network Employee Copay	
In-Home	\$3 /hour
In-Center (Daycare Reserve)	\$15 per child / \$25 per family

My Choice® Care (personal network)

My Choice® Care (personal network) Copay	\$3 /hour
My Choice® Care (personal network) Reimbursement	\$20 /hour

Additional Benefits

Care Pass Reimbursement	\$150 /year
Camp Units (days)	10 /year
Camp Reimbursement Copay	\$3 /hour
Camp Reimbursement	\$20 /hour

Pet Care

Pet Care Units (days)	5 /year
Pet Care Employee Copay	\$3 /hour
Pet Care Reimbursement	\$20 /hour

Get Started

There is no cost to register.

Registration ensures we'll be ready when you need us!



CALL US

844.888.CARE (2273)

VISIT OUR WEBSITE

CorporateCareSolutions.com

DOWNLOAD OUR APP



1

Go to:

CorporateCareSolutions.com

2

Select:

Log In and click **Register Now**

3

Enter:

AEO

and your **Employee ID**

Submitting a Care Request

- ✓ Care Requests can be submitted 24/7 via mobile app, website or by phone
- ✓ Child or Adult Care can be scheduled up to 30 days in advance
- ✓ Electronic notifications keep you informed throughout the staffing process
- ✓ 24-hour cancellation policy

