

**Summary of Material Modification  
To  
Five9, Inc. Health and Welfare Benefit Plan**

To: Employee participants in the Five9, Inc. Health and Welfare Benefit Plan, and COBRA participants

From: Benefits Department

Date: June 1, 2024

The Five9, Inc. Health and Welfare Benefit Plan sponsored by Five9, Inc. has been revised. All the changes summarized below are effective January 1, 2025.

- The 2024 plan year has been shortened to allow the plan to align with a January 1<sup>st</sup> through December 31<sup>st</sup> plan year.
- The records for the Plan are now maintained and reported on a twelve-month period of time, known as the Plan Year. Effective January 1, 2025, the Plan Year begins on January 1 and ends on December 31.
- Effective July 31<sup>st</sup>, 2024, the Plan Administrator is changed from the HR Department to the Benefits Department.

Please contact the Benefits Department (acting on behalf of the plan administrator, Five9, Inc.) if you have questions regarding the information in this SMM. I can be reached as follows:

Phone: (925) 201-2000

Address: 3001 Bishop Ranch, Suite 350, San Ramon, CA 94583

**FILING INSTRUCTIONS**

Please keep this memorandum with your copy of the Plan's Summary Plan Description (SPD), as it explains important changes that may affect your benefits (please contact me if you need another copy of the SPD).

**ERISA INFORMATION**

Plan Sponsor: Five9, Inc.

Sponsor's EIN#: 94-3394123

Plan Name: Five9, Inc. Health and Welfare Benefit Plan

Plan Number: 501

Plan Year: 06/01/2024 to 12/31/2024