

Attachment A

Premium Seeker Cancellation Flow

A1: Page one of six

The screenshot shows the Care.com website interface. At the top, there is a search bar with the text "Nannies / recurring babysitters" and a location filter set to "near 75001 with 10 miles". Navigation icons for Messages, My Jobs, and Profile are visible. A yellow banner contains the text: "THINK nanny taxes are too costly? Think again. [Learn more](#)".

The main content area is titled "Account & Settings" and includes a left-hand navigation menu with options: My Care.com, My Messages, My Jobs, Payment Center, Payroll & Taxes, Background Checks, Search Groups, My Profile, Account & Settings (selected), and My State.



The "Account & Settings" section is divided into several tabs:

- General Information** (selected): Displays fields for First Name, Middle Name, Last Name, Birthdate, Mailing Address, City, Address, State, ZIP, Mobile number, Alternate Phone, Email (with a "Did Not Verify" link), and Password (with a "Change Password" link).
- User Membership Information**: Shows Member Since, Account Status (Active), Type (Weekly Choice), Next Billing Date (08/07/22), and Next Billing Amount (\$41.52).
- Privacy Settings and Preferences**: A list of checkboxes for various settings, all of which are checked, including: enabling about Care.com ratings, reviews, specialties, and other content; enabling work with personal trainer, special care, direct care, etc.; enabling about categories; sharing location with other members; sending receipts with messages; enabling phone and support phone; hiding profile in category search results and this category results; allowing users to see that I viewed the profile; and sharing information about me with third party companies based on their policies to help us provide direct care services or behavioral company. (2)
- Credit Card Information**: Shows Credit Card on File and Next Payment Date (08/07/22) with a "View Billing History" link.
- Blocked Members**: Shows "You have 0 blocked members."

At the bottom of the page, there is a footer section with "Company" links (About Us, Help, Safety Center, Careers), "Popular in Child Care" links (Babysitters, Nannies, Child Care, Babysitting Jobs, Nanny Jobs), and "Join us on" social media icons for Facebook, Twitter, YouTube, Instagram, and LinkedIn.

Premium Seeker Cancellation Flow

A2: Page two of six

Nannies / recurring babysitters near 75001 within 10 miles 


Messages My jobs Me

Patricia, you still have 10 Care Reward points.







If you cancel, you will lose all the Reward points you have received as a Premium member.

Use your credits towards a free hour of care for as little as 20 points.

[Book a sitter](#) [Continue to cancel](#)



What you get with Premium

- **Access to background checks**
Purchase full reports on caregivers including Criminal Records Check, Motor Vehicle Records, and more.
- **Book a babysitter**
Find an available sitter when you need one. Pay them online, and your points cover part of the cost.
- **Message any caregivers**
Reach out and chat with local caregiver in the Care.com community, from housekeepers to dog walkers.
- **10 free points every month**
Get opportunities to earn even more. Use Rewards points towards a free hour of care for as little as 20 points.
- **Member discounts**
Save on major brands and everyday essentials. From computers to car rentals, gifts to groceries, and more.
- **Stay organized**
Use timesheets, reminders, and job guides to set up your newly-hired caregiver for success.

[Stay Premium](#)

[Continue to cancel](#)

[Terms of use](#) [Privacy Policy](#) [Safety](#)

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Premium Seeker Cancellation Flow

A3: Page three of six

Care.com near within

[Messages](#) [My Job](#) [Profile](#)

Think nanny/taxes are too costly? Think again. [Learn more >](#)

Did you find a caregiver on Care.com?

- Yes
- No

[Continue](#)



About Care.com

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[Careers](#)
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[Privacy policy](#)

Get help

[Safety](#)
[Advice](#)
[Help Center](#)

Popular Topics

[Babysitters](#)
[Nannies](#)
[Child Care](#)
[Housekeepers](#)
[Tutors](#)
[Senior Care](#)

Discover

[HomePay™ - Nanny Tax help](#)
[List your business](#)
[Care@Work - Benefits Programs](#)
[Become an affiliate](#)
[Care directory](#)

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Care.com HomePay™ is a service provided by Bluebonnet and Arrowhead, LLC, a Care.com company.

Premium Seeker Cancellation Flow

A4: Page four of six



Nannies / recurring babysitters | near 75001 | within 10 miles



Think nanny taxes are too costly? Think again. [Learn more](#)

We're sorry that you haven't found the right fit yet. Stay Premium for only \$10/mo. to continue your search, as well as keep your ability to:

- Contact additional sitters in a pinch
- Find caregivers for seniors and pets
- Search for housekeepers to help keep life tidy
- Access tools to manage caregivers once you've...

We know that finding care can take time. As our thanks for your loyalty, please enjoy this special offer:

Only \$10 per month
for 6 months

By clicking "Stay Premium," you authorize us to charge your credit card \$10, plus any applicable sales taxes. At the end of the six months, you'll be downgraded to a basic membership.

Stay premium

[Continue to cancel](#)



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Popular in Child Care

[Babysitters](#)
[Nannies](#)
[Child Care](#)
[Babysitting Jobs](#)
[Nanny Jobs](#)

Discover

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Care.com® HomePaySM is a service provided by HomePay and Arrowstone, LLC, a Care.com company.

Premium Seeker Cancellation Flow

A5: Page five of six



Nannies / recurring babysitters near 75001 within 10 miles



Think nanny taxes are too costly? Think again. [Learn more](#)

Why do you want to cancel your subscription?

- I found care through Care.com
- I found care elsewhere
- Change in care needs
- I did not find a provider that met my needs
- Providers I contacted did not respond
- It's too expensive
- I'm dissatisfied with the service offering
- I am a care provider and I enrolled as a care seeker by mistake
- Other

Continue



About Care.com

[About us](#)
[Careers](#)
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Get help

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Popular Topics

[Babysitters](#)
[Nannies](#)
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[Housekeepers](#)
[Tutors](#)
[Senior Care](#)

Discover

[HomePay™ - Nanny tax help](#)
[List your business](#)
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Premium Seeker Cancellation Flow

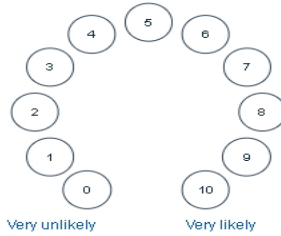
A6: Page six of six



Nannies / recurring babysitters | near 75001 | within 10 miles

Think nanny taxes are too costly? Think again. [Learn more](#)

How likely are you to recommend Care.com?



Confirm cancellation

Stay Premium



About Care.com

- [About us](#)
- [Careers](#)
- [Terms of use](#)
- [Privacy policy](#)

Get help

- [Safety](#)
- [Advice](#)
- [Help Center](#)

Popular Topics

- [Babysitters](#)
- [Nannies](#)
- [Child Care](#)
- [Housekeepers](#)
- [Tutors](#)
- [Senior Care](#)

Discover

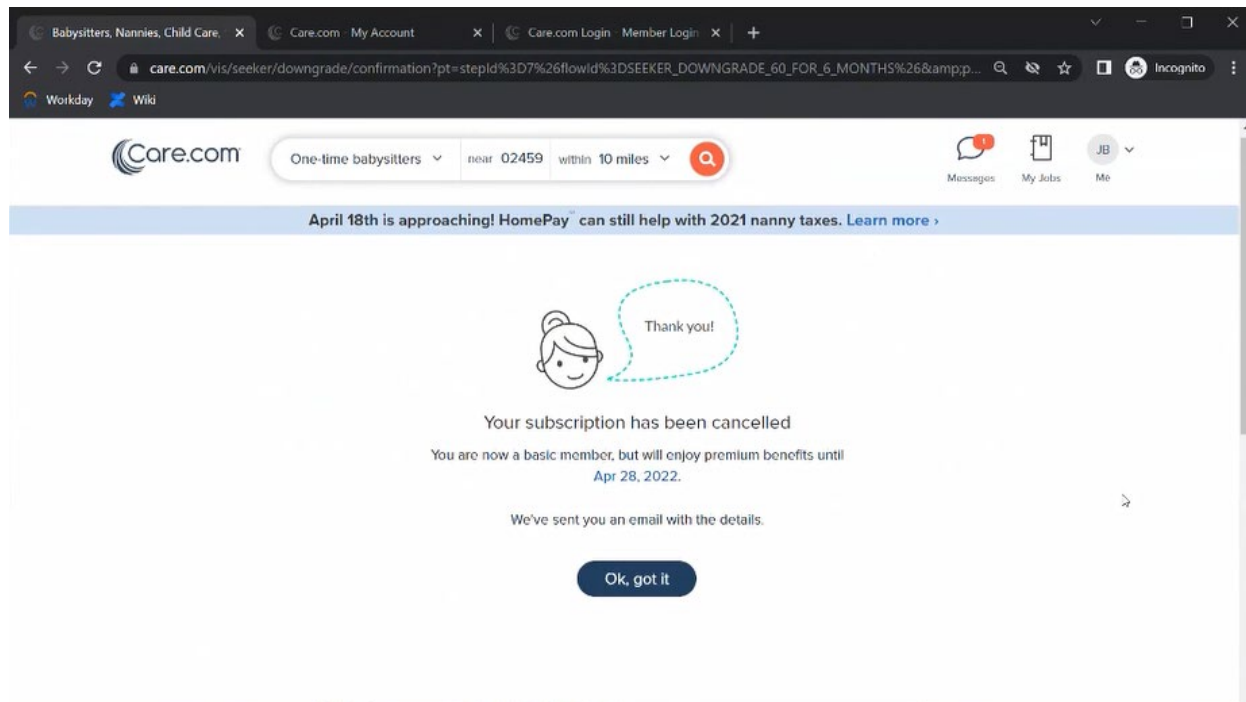
- [HomePaySM - Nanny Tax help](#)
- [List your business](#)
- [Care@Work - Benefits Programs](#)
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Premium Seeker Cancellation Flow

A7: Confirmation that you cancelled page



The screenshot shows a web browser window with the Care.com website. The browser's address bar displays the URL: `care.com/vis/seeker/downgrade/confirmation?pt=stepId%3D7%26flowId%3DSEEKER_DOWNGRADE_60_FOR_6_MONTHS%26&pp...`. The website header includes the Care.com logo, a search bar with filters for "One-time babysitters", "near 02459", and "within 10 miles", and navigation links for "Messages", "My Jobs", and "Me". A blue banner at the top of the page reads: "April 18th is approaching! HomePay can still help with 2021 nanny taxes. Learn more >". The main content area features a cartoon illustration of a woman with a speech bubble that says "Thank you!". Below the illustration, the text reads: "Your subscription has been cancelled. You are now a basic member, but will enjoy premium benefits until Apr 28, 2022." A small right-pointing arrow is located to the right of the date. Below this, it says "We've sent you an email with the details." and a dark blue button with the text "Ok, got it" is centered at the bottom.

Attachment B

Provider Cancellation Flow

B1: Page one of at least four

The screenshot shows the 'My Profile & Settings' page on Care.com. At the top, there is a search bar with filters for 'Child care jobs', 'near 02109', and 'within 10 miles'. The user's name 'Hello, John' is displayed next to a profile picture placeholder. A sidebar on the left contains navigation links: 'Edit/View profile', 'Add photos and video', 'My Care.com', 'Messages', 'My Messages', 'Availability', 'Reviews', 'Background Check', and 'Account & Settings'. The main content area is divided into several sections: 'General Information' (with an 'Edit' link), 'Legal Information', 'Membership Information' (with a 'Manage Plan' link), 'My Services' (with a 'Hide/Show services' link), and 'My Photos' (with an 'Edit' link). The 'General Information' section includes fields for First Name, Middle Name, Last Name, Street Address, City (Boston), State (MA), ZIP (02109), Email, Password, Primary Phone (617-650-8542), and Alternate Phone. The 'Legal Information' section includes fields for Legal Name, Date of Birth, and Primary Residential Address (Newton, MA 02459). The 'Membership Information' section shows 'Member Since' (03/28/2022), 'Account Status' (Active), 'Membership Plan' (Premium), and 'Response Commitment' (None). The 'My Services' section is titled 'VISIBLE TO FAMILIES' and lists 'Child Care' with a 'View' link. Below this, there is an 'Add a Service' section with a dropdown menu set to 'Special Needs Provider' and a 'Go' button. The 'My Photos' section shows a single placeholder image.

Provider Cancellation Flow

B2: Page two of at least four

Example of What a Premium Provider Sees

The screenshot shows a web browser window with the Care.com URL `care.com/dwb/sitter/manageMembershipPlan`. The page title is "Home » Account Settings » Membership". The main content area displays the following information:

- Membership Status:** "You currently have Premium membership. Your membership is set to renew on 6/29/22 at \$8.99/mo."
- Your Premium benefits:**
 - ✓ Annual screening included
 - ✓ Appear higher in search results
 - ✓ Be the first to hear about jobs
 - ✓ See who's viewed your profile
- Change your subscription:**
 - Basic**
A single annual screening fee allows you to apply to jobs, customize your profile, and accept payments online.
 - Pause your account**
Cancels recurring billing. You can keep using Care.com until your annual screening expires on 4/3/23. After that, you will need to purchase a new screening.

Below the subscription options are two buttons: "Submit" (dark blue) and "Cancel" (light blue). At the bottom of the main content area, there are links for "Need help? Check out our FAQs." and "Permanently close my account".

The footer contains social media icons for Facebook, Twitter, YouTube, and Instagram. It is organized into four columns:

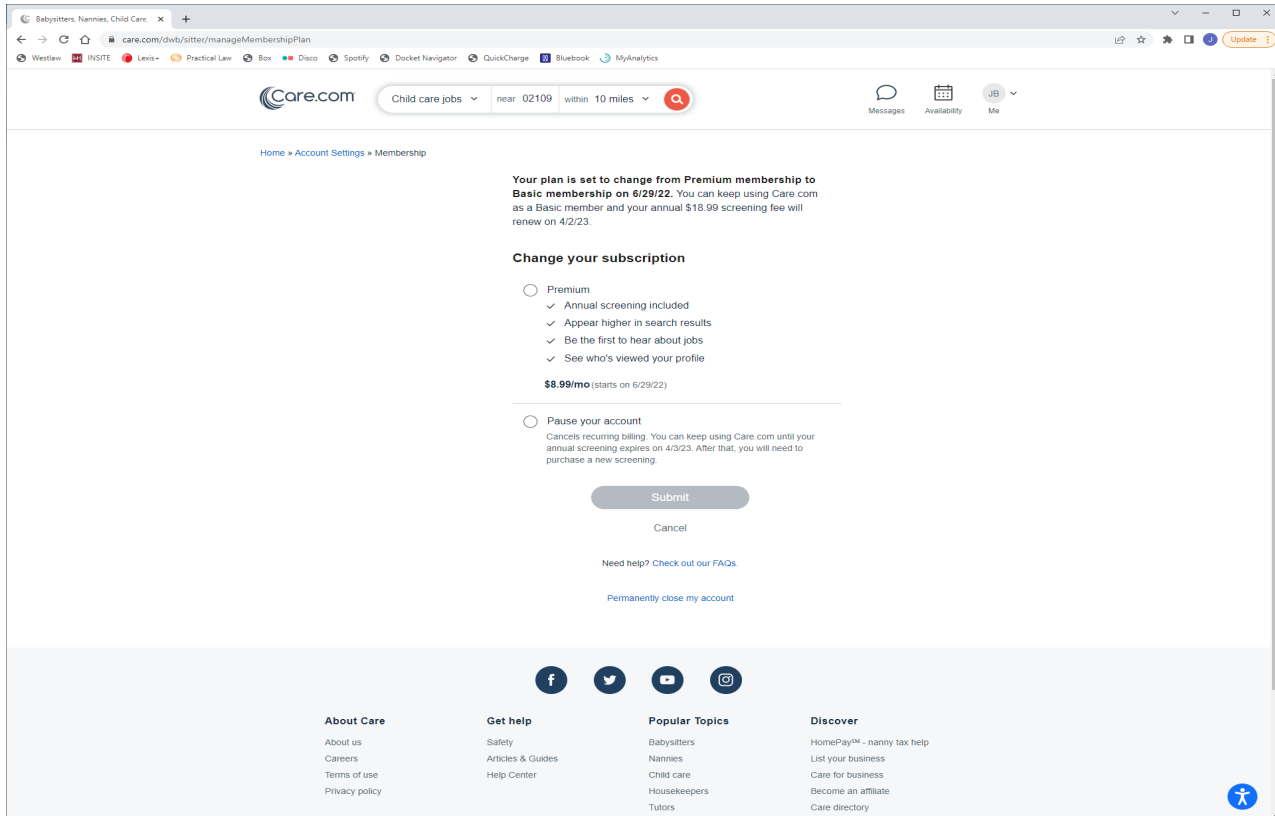
- About Care:** About us, Careers, Terms of use, Privacy policy
- Get help:** Safety, Articles & Guides, Help Center
- Popular Topics:** Babysitters, Nannies, Child care, Housekeepers, Tutors
- Discover:** HomePay™ - nanny tax help, List your business, Care for business, Become an affiliate, Care directory

A user profile icon is visible in the bottom right corner of the footer area.

Provider Cancellation Flow

B3: Page two of at least four

Example of What a Basic Provider Sees



Provider Cancellation Flow

B4: If a Premium provider selects Basic they are brought to this page

Child care jobs near 02109 within 10 miles

Home » Account Settings » Membership

Don't let your service get interrupted

Using Care.com and applying to jobs requires an up-to-date, annual screening. Subscribe to the Basic screening plan to avoid interruptions to your service.

BASIC SCREENING
Maintain your background check
\$18.99/year, starting 4/2/23

✓ Annual screening

By submitting this form, you agree that your credit card will be charged \$18.99, plus applicable sales tax.

You also agree that your subscription will automatically renew and you authorize us to charge your credit card \$18.99 every 12 months, plus any applicable sales tax, unless you close your Care.com account before the renewal date via your Account Settings. Once charged, all purchases, including renewals, are non-refundable.

Confirm new plan

Back

About Care
About us
Careers
Terms of use
Privacy policy

Get help
Safety
Articles & Guides
Help Center

Popular Topics
Babysitters
Nannies
Child care
Housekeepers
Tutors
Senior Care

Discover
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Provider Cancellation Flow

B5: Confirmation that a Premium Provider purchased Basic

The screenshot shows a web browser window with the Care.com website. The address bar shows the URL `care.com/member/sitter/basicScreeningFee`. The page features a dark grey background with a white confirmation modal in the center. The modal contains the following text:

You've successfully set your account to switch to Basic

You keep your Premium features until 6/29/22. Your Premium membership will then convert to a Basic membership, which has an annual screening fee of \$18.99, renewing on 4/2/23.

Confirmation ID: **a54b2f4a-a**

Below the modal, the page displays the new plan details: **\$18.99/year, starting 4/2/23**. A checkmark icon is next to the text **Annual screening**. Below this, there is a paragraph of terms and conditions: "By submitting this form, you agree that your credit card will be charged \$18.99, plus applicable sales tax. You also agree that your subscription will automatically renew and you authorize us to charge your credit card \$18.99 every 12 months, plus any applicable sales tax, unless you close your Care.com account before the renewal date via your Account Settings. Once charged, all purchases, including renewals, are non-refundable." A red button labeled **Confirm new plan** is positioned below the text. A **Back** link is located below the button. At the bottom of the page, there are four social media icons (Facebook, Twitter, YouTube, Instagram) and four columns of links: **About Care** (About us, Careers, Terms of use, Privacy policy), **Get help** (Safety, Articles & Guides, Help Center), **Popular Topics** (Subsiders, Nannies, Child care, Housekeepers, Tubes, Senior Care), and **Discover** (HomePay™ - nanny tax help, List your business, Care for business, Become an affiliate, Care directory). A blue accessibility icon is in the bottom right corner.

Provider Cancellation Flow

B6: Page three of at least four

The screenshot shows a web browser window with the Care.com website. The browser's address bar shows the URL care.com/member/sitter/pauseProviderAccount. The page header includes the Care.com logo, a search bar with 'Child care jobs' selected, and location filters for 'near 02109' and 'within 10 miles'. There are also navigation icons for Messages, Availability, and Me.

The main content area is titled 'Why are you pausing your account?' and features a list of radio button options:

- I found a job through Care.com
- I found a job elsewhere
- I'm going back to school or college
- I did not receive enough responses
- I have privacy concerns
- I am seeking care and mistakenly enrolled as a care provider
- I had a negative experience
- I'm moving
- Other
- Data Deletion Requested - CCPA
- Potential Account Takeover

A dark blue 'Continue' button is positioned below the list of options.

The footer of the page contains social media icons for Facebook, Twitter, YouTube, and Instagram. Below these icons are four columns of links:

- About Care**
 - About us
 - Careers
 - Terms of use
 - Privacy policy
- Get help**
 - Safety
 - Articles & Guides
 - Help Center
- Popular Topics**
 - Babysitters
 - Nannies
 - Child care
 - Housekeepers
 - Tutors
 - Senior Care
- Discover**
 - HomePay™ - nanny tax help
 - List your business
 - Care for business
 - Become an affiliate
 - Care directory

A small blue icon of a person is located in the bottom right corner of the page.


Provider Cancellation Flow


B7: Page four of at least four if pause is selected



The screenshot shows a web browser window with the Care.com URL `care.com/member/sitter/pauseProviderAccount`. The page header includes the Care.com logo, a search bar with filters for 'Child care jobs', 'near 02109', and 'within 10 miles', and navigation links for 'Messages', 'Availability', and 'Me'. The main content area features a survey question: 'How likely are you to recommend Care.com to a friend?' with a rating scale from 1 (Very unlikely) to 10 (Very likely). Below the scale is a 'Pause account' button. A notice states: 'All recurring billing will be canceled. You will keep your Premium features until 6/29/22. On that date, your Premium membership and all billing will be paused. On 4/3/23, your annual screening fee will not automatically renew. Your profile will be saved but not shown in searches and you will not be able to access your account until you agree to activate a subscription.' The footer contains social media icons for Facebook, Twitter, YouTube, and Instagram, and four columns of navigation links: 'About Care' (About us, Careers, Terms of use, Privacy policy), 'Get help' (Safety, Articles & Guides, Help Center), 'Popular Topics' (Babysitters, Nannies, Child care, Housekeepers, Tutors, Senior Care), and 'Discover' (HomePay™ - nanny tax help, List your business, Care for business, Become an affiliate, Care directory). A small Care.com logo is in the bottom right corner.

Provider Cancellation Flow

B8: Page four of at least four if permanently close account is selected



Child care jobs | near 22801 | within 10 miles | 

 Messages |  Availability

[Home](#) > [Account Settings](#) > [Membership](#)

How likely are you to recommend Care.com to a friend?

1 2 3 4 5 6 7 8 9 10

1 - Very unlikely | 10 - Very likely





[Pause billing & keep my account](#)

Cancels recurring billing. You can keep using Care.com for no additional charge until your annual screening expires on 12/4/23. This is a great way to stay open for an occasional one-time care job even if you've found a recurring job. After your screening expires, you will need to purchase a new screening if you wish to continue using Care.com.

Or

[Permanently close account](#)

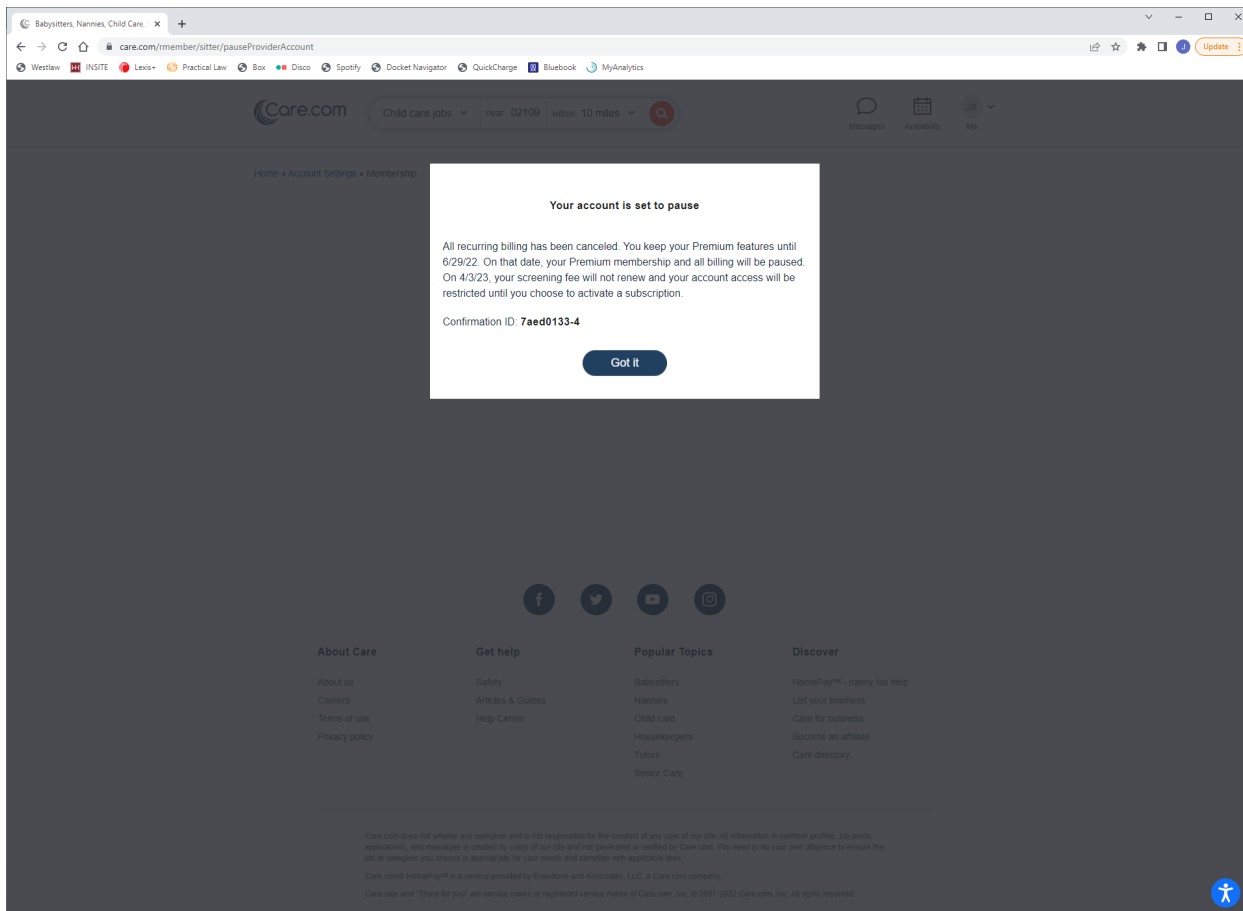
[Identify](#)
[Screen Viewed](#)
[Test Exposure](#)
[Screen Viewed](#)
[Screen Viewed](#)

<https://www.youtube.com/user/caredotcom>

Provider Cancellation Flow

B9: Confirmation that provider membership is cancelled (paused)



Provider Cancellation Flow

B10: Confirmation that provider membership is cancelled (closed)

Child care jobs ▼ near 22801 within 10 miles ▼

[Home](#) > [Account Settings](#) > [Membership](#)

Your account is set to close

All recurring billing has been canceled. You keep your Premium features until 12/30/22, at which point your account will be permanently removed from Care.com.

Confirmation number: **155975bd-0**

[My member homepage](#)
