family first™

Support for Caregivers At Every Stage of Life

Family First supports employees through life's toughest moments, including caregiving, serious illness, aging, childcare, loss, and major transitions.



Family First combines dedicated Care Experts with a powerful digital Care Hub, bringing together *human expertise* and *intuitive technology.*

Together, they provide more than generic advice or task lists. Care Experts work on your employees' behalf to resolve all life's challenges with unmatched expertise and speed.

> As a result, our clients see lower medical spend and a workforce that is healthier, more productive, and fully engaged on the job.

Global reach. Local understanding.

Family First supports globally distributed workforces, delivering culturally-fluent care through local expertise wherever employees live and work.

Real Outcomes for Employees and Employers

90+	Year-to-Date Member CSAT (97) and Client NPS Scores (91)
34%	Average reduction in burnout risk per engaged caregiver
72%	Report improved physical and/or mental health 90 days post-case closure
21 hrs	Average time saved by employees per week utilizing Family First

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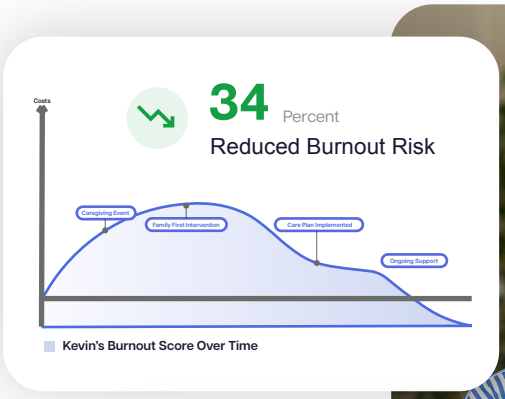
sales@family-first.com

family first™

When life happens, work doesn't stop. Neither do we.

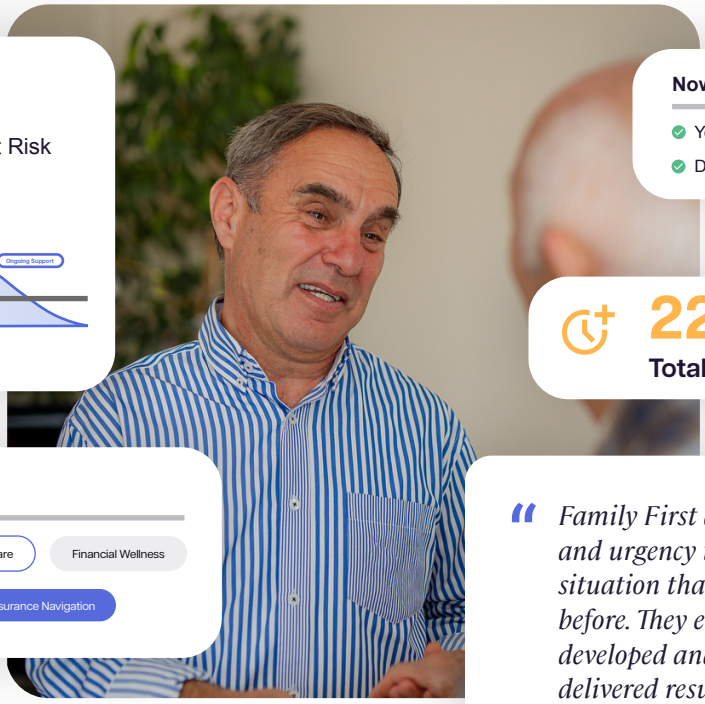
Family First Care Experts take on the hardest parts of caregiving, from coordinating care and navigating insurance to managing complex needs, so employees can stay focused at work and supported at home.

Using our proprietary ***Caregiver Risk Index,*** we identify signs of strain early, enabling timely intervention that prevents burnout and helps organizations move from reactive crisis management to proactive wellbeing.



34 Percent
Reduced Burnout Risk

Kevin's Burnout Score Over Time



Now 2 new notifications

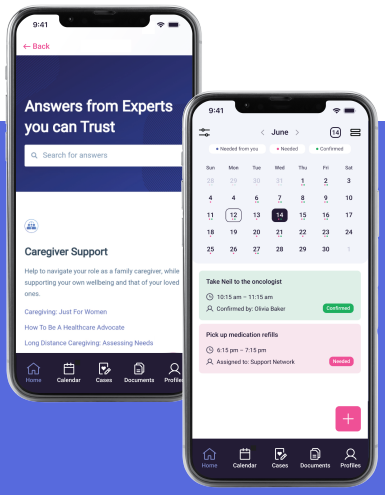
- Your Care Expert confirmed Dad's appointment
- Dad's medication list has been updated.

22 This week
Total Hours Saved

Concerns Addressed

Mental Health | Transitions of Care | Financial Wellness | Absence & Leave Avoidance | Insurance Navigation

> *"Family First acted with a level of speed and urgency to solve a highly complex situation that I have never experienced before. They eliminated my family's stress, developed and executed a plan, and delivered results — all in four days.*
>
> **Sharon Cunninghis**
> **Former Senior Partner, Mercer**



Available on web, iOS, and Android

When Life Is Connected, Care Should Be Too.

Family First's digital Care Hub gives employees a single place to access tools, resources, and expert guidance throughout their care journey.

Integrated with your existing benefits and leave programs, Family First connects support across your ecosystem to drive utilization, reduce friction, and maximize the value of your benefits investment.

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