

# Get the Back-up Care you need

We offer comprehensive benefits and programs to support you, and your loved ones, including a variety of programs for back-up childcare. Learn more about our ongoing back-up childcare program through Bright Horizons and our new updated childcare reimbursement program offered and administered by Bank of America.

As we adjust our professional and personal lives due to the effects of coronavirus, we're making it easier to find the caregivers you need while you're working. Our [Back-up Care program](#) — offered through Bright Horizons — can help.

You have access to back-up care provided by Bright Horizons when your regular child or adult care arrangements are unavailable.

Employees can use Back-up Care as needed for a total of 50 days (increased from 40 days). This includes in-home or center-based care through year-end. As a reminder, Bank of America may review the information you submit for Back-up Care reimbursement for accuracy to ensure all submissions meet eligibility requirements.

How to register (first-time users only):

1. Go to the [Bright Horizons back-up care site](#). Click on **First time here?** and enter:
  - Employer username: BACBUCA
  - Employer password: backup4Bank
2. Establish your user profile and identify your care recipients and authorized contacts.
3. When you are ready to secure care, follow the instructions above based on the type of care desired.

## **Bright Horizons' in-home caregiving**

If you prefer not to use your family and friends, Bright Horizons can secure help through their network of **in-home caregivers** for children and adults.

- Register through the [Bright Horizons back-up care site](#) if you are not already registered.
- Create a new request under the Reservations tab and complete the steps to secure care.

**Note:** Center-based care may be unavailable in some locations due to local or state-mandated closings.

To learn more about how back-up care works, visit HR Connect.

## **NEW! Childcare reimbursement**

Between Aug. 16 and Dec. 31, eligible employees' teammates can continue to hire your own childcare, including friends or trusted caregivers, when you're working for Bank of America during your regular work day. This includes ongoing needs for childcare as children head back to school in different formats and as access to regular, ongoing providers are unavailable.

Going forward, reimbursements for eligible childcare expenses will be tailored by annual total compensation\* as follows: \$100/day for employees whose annual total compensation is less than \$100,000 and \$75/day for employees whose annual total compensation is \$100,000 to less than \$200,000. Reimbursements will be processed through regular payroll within two pay periods after the request is submitted. Childcare can be secured for children age 12 years and under (or 20 and under who is incapable of self-care due to a mental or physical disability and lives with you). Eligible employees will receive an email notification later this month with additional details, plus answers to frequently asked questions.

As a reminder, the back-up childcare reimbursement program (available Jul. 1 – Aug. 15) has concluded. All reimbursement requests for must be submitted by Aug. 31.

\*Annual total compensation is calculated as your base salary as of Aug. 1, 2020, plus any 2019 incentive awards or formulaic incentives. To see your annual total compensation, visit HR Connect > Dashboard > My pay.

### **Free research and referrals for childcare**

Use our Referral Services Program provided by LifeCare® to research child and adult care services. This information service is available on an ongoing basis. Call **866 327 2725** to talk to a specialist, available 24/7.

### **Education resources for children**

The [Public Broadcasting System \(PBS\)](#) offers daily educational support with activities and tips parents can use to help children play and learn at home. In addition, if you need assistance with talking to your children about the coronavirus, The Centers for Disease Control and Prevention has created [guidance to help adults have conversations with children about coronavirus](#).