

**Task Force on Climate-Related Financial
Disclosures (“TCFD”) Report**

eHealth, Inc.

May 2022

Governance:

a) Describe the board's oversight of climate-related risks and opportunities

Our Board of Directors has designated our Nominating and Governance Committee with the responsibility of Board-level oversight of the Company's ESG strategy, practices, and reporting. The Committee charter reflects the Committee's formal responsibility of reviewing, assessing, and making recommendations on general governance matters, which includes climate-related risks and opportunities. The Committee reviews eHealth's programs and policies relating to significant ESG matters and periodically receives updates from the Senior Leadership Team regarding significant ESG and sustainability undertakings, including those related to climate.

b) Describe management's role in assessing and managing risks and opportunities

Our senior leadership team keeps the Board apprised on a quarterly basis of significant risks facing the company and the approach being taken to understand, manage, and mitigate such risks. Additional review or reporting on enterprise risks is conducted as needed or as requested by the full Board of Directors or the appropriate committee.

The executive sponsor of the ESG strategy is the Senior Vice President of Investor Relations. The SVP of IR is responsible for championing and guiding the climate strategy, providing executive-level oversight, and accountability for the ESG program, including climate-related issues, across the enterprise. The executive sponsor reviews and approves, along with the Senior Leadership Team also reporting directly to the CEO, decisions regarding eHealth's climate strategy, climate-related disclosures and governance of the overall ESG program. In addition, the executive sponsor advocates for ESG and climate-related issues and opportunities to be integrated into the overall business strategy.

An executive sponsor and business unit leaders from across the company collaborate on risk management and strategy development on all ESG matters, including climate.

Strategy:

- a) Describe the climate-related risks and opportunities the organization has identified over the short, medium and long term.

eHealth’s process for identifying, assessing, and responding to climate-related risks and opportunities assumes short, medium, and long-term time horizons of zero to three years, three to five years, and five to ten years respectively.

Recent extreme weather events showed that no company is exempt from potentially being impacted by climate-related factors. Several climate-related risks have been identified with the potential to have an impact on our business:

Transition Risks		
Policy and Legal	Emerging regulations such as a carbon tax and emissions standards could increase the direct and indirect operational costs.	Medium term
Technology	To the extent that our competitors introduce new technologies that allow them to deliver similar services in a lower carbon, more energy efficient way, this can have a negative impact on our position in the market.	Medium term
Reputation	Expectations of customers, suppliers and investors could impact our reputation if they believe we are not actively responding to climate change.	Short term
Physical Risks		
Acute	Heatwaves, floods, wildfires, cyclones. Significant weather events can impact eHealth employees, facilities, and customers and disrupt our call center and data center operations including during the critical Annual Enrollment Period (AEP). Our offices are in California, Texas, Indiana, Utah, and China, all of which could be impacted by significant	Short term

	weather events. Our customers live in every state, so any impact to our operations could impact them. We could experience reduced revenue and higher costs from supply chain interruptions, and negative impacts on our workforce from an acute event.	
Chronic	Temperature, precipitation, sea levels. eHealth uses cloud data centers that are managed by a third-party service provider. Although we don't manage the physical data centers, our vendors may be impacted by higher energy load requirements based on extreme heating or cooling needs at their locations. This could impact operational costs, insurance premiums in high-risk areas, and capital costs	Medium term
Opportunities		
Resource efficiency	eHealth business model that is aimed at removing waste from what has traditionally been a highly-paper intensive process of applying for health insurance. Our end-to-end online enrollment solution might attract more demand for consumers who want to eliminate paperwork and reduce emissions from transportation from getting to appointments with traditional insurance brokers – segment of the market that we are competing against. Shifting to purchasing energy efficient appliances, accessing available rebates, and reviewing our lease-agreements regarding energy demand management can save operational costs. This could increase revenue from cost savings.	
Resilience	Emergency response planning and business continuity planning can prevent carrier, customer, and employee disruptions, helping reputation and operational costs. This could increase market valuation and the reliability of our supply chain.	
Reputation	Being known as a mission-driven company focused on public health and the environmentally friendly approach to health insurance distribution can attract new customers and retain existing ones. Our sustainability initiatives have the opportunity	

	to improve employee engagement, recruiting and retention. New customers and high retention could increase revenues.
Products & Services	Due to the environmentally friendly nature of our processes, there can be an opportunity to extend our platform to governments and insurance carriers to support their insurance enrollment efforts while reducing our carbon footprint. New customers and high retention could increase revenues.

b) Describe the impact of climate related risks and opportunities on the organization’s businesses, strategy, and financial planning

Opportunity	Specific opportunity and strategy examples
Operational/ Energy Efficiency	<p>eHealth’s financial planning could be affected by climate-related risks and opportunities across many business units. Physical and transitional climate-related risks and opportunities will influence our operations strategy, particularly with regard to implementing projects that support our progress toward achieving sustainability goals while saving on operational costs.</p> <p>The Senior Leadership Team works closely with Facilities and Information Technology staff to identify projects, submit budget requests, and oversee progress toward our goals in the course of maintaining and improving the operations of our facilities while reducing our carbon footprint. Operational efficiencies at our offices and utilizing cloud data centers are a key strategy to addressing climate risk and reducing operational costs.</p>
Human Capital Management	Our sustainability initiatives have the potential to attract and retain a talented workforce. Engaging employees in our sustainability initiatives provides a way for them to make positive contributions and connect with other employees who are passionate about climate change. Our ESG and climate strategy involve collaborating with Employee Resource Groups to continue to improve engagement and implementation of initiatives.
Enhanced Reporting on	We believe an ESG strategy includes a deliberate climate action strategy and aligns with our long-term growth strategy, financial and

ESG	operational priorities. As we continue to develop our ESG reporting structure including strategy, data management, reporting, and engagement we will continue to better understand our non-financial metrics that drive long-term stakeholder value.
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c) Describe the resilience of the organization’s strategy, taking into consideration different climate related scenarios, including a 2 degrees C or lower scenario.

eHealth has not yet utilized any company-specific climate-related scenario analysis planning to inform its business strategy. We applied publicly available scenarios commonly included in scenario analysis, including the Intergovernmental Panel on Climate Change (IPCC) Assessment Report 5 (AR5)* and the International Energy Agency (IEA) World Energy Outlook (WEA) 2017**. We have an understanding and recognition that generally less regulation (2-4 degree scenarios) means higher physical risks and more regulation (0.9-2 degree scenarios) means higher transition risks.

*The IPCC released publicly available scenarios, showing different carbon emissions scenarios their impact on temperature increases. The standard set of scenarios used in the AR5 is called Representative Concentration Pathways (RCP).

<https://www.ipcc.ch/report/ar5/syr/>

**The IEA released a publicly available report on the future of energy, the WEO 2017, and introduced the Sustainable Development Scenario that outlines an integrated approach to achieving internationally agreed objectives on climate change, air quality and universal access to modern energy. <https://www.iea.org/reports/world-energy-outlook-2017> The IEA also provided, Stated Policies Scenario (STEPS) a more conservative benchmark for the future, a more granular, sector-by-sector look at what has actually been put in place to reach these and other energy-related objectives, taking account not just of existing policies and measures but also of those that are under development. <https://www.iea.org/reports/world-energy-model/stated-policies-scenario-steps>

Scenario	Description of Conditions	Description of informed Business Strategy
2-3.2 degree C scenario	This is a scenario where carbon emissions are stable, some carbon prices exist, fossil fuel generation has decreased slightly, renewable power has	By continuing to bolster our business continuity planning and emergency response planning we can deal with physical risks, acute and chronic, through

<p>IEA- Stated Policies Scenario (STEPS) 2.7 degrees C</p> <p>IPCC AR5 - RCP 4.5, 1.7-3.2 degrees C RCP 6.0 2.0-3.7 degrees C</p>	<p>grown a considerable amount, and more intense storms and weather are the norm, and sea level rise is 1-2 feet from today's level. This scenario implies less regulation therefore more physical risks.</p>	<p>mitigation and adaptation efforts. This will lessen the impacts on capital costs and operational costs if these are planned for in advance of the worst impacts happening. Despite fewer regulations in this scenario, strategies listed below also apply from a business continuity perspective.</p>
<p>1.5-2 degree C scenario</p> <p>IPCC AR5 RCP 2.6 0.9-2.3 degrees C</p> <p>IEA- Sustainable Development Scenario (SDS) 1.5-2 degrees</p>	<p>This is a scenario where carbon emissions have fallen and continue to fall dramatically, carbon pricing is pervasive and high, fossil fuel generation is much lower, renewable power has grown exponentially, and many of the worst climate impacts have been mitigated with some regional variations. This scenario implies more regulation therefore more transition risk.</p>	<p>Investing in energy efficiency, renewable energy, and storage as early as possible will lessen the financial impacts of transition risks. By planning for this scenario, we can anticipate costs associated with new standards, carbon pricing, and energy transitions before they are required. These investments make the company more resilient in the face of weather impacts.</p>

Risk Management:

- a) Describe the organization's processes for identifying and assessing climate-related risks

Our senior leadership team and board of directors manage and mitigate various risks to our business and financial performance, including climate change and other environmental risks. Such risk management topics are reviewed and discussed on a regular basis among our leadership team across the entire organization. Consideration of such risks is implemented as part of operating and investment decision-making process, in all aspects of the business. The team reports on a regular basis to our Chief Executive Officer and Board of Directors.

- b) Describe the organization's processes for managing climate-related risks

Enterprise Risk Management (ERM) is a company-wide initiative that involves the Board, eHealth's management, Chief Information Security Officer, and internal audit functions. Enterprise-level risks are managed or mitigated through internal policies and procedures or other means. The findings of risk management exercises are reported to the Audit Committee of the Board of Directors and directly to the Board of Directors at least annually. Executive champions or company-wide risk owners have been appointed to each of the risks identified. At the asset level, risk champions are expected to build mitigating controls and actions into their respective business plans. Such plans are reviewed with executive management and the Board of Directors annually as part of the Budget/Long-range Planning process.

- c) Describe how processes for identifying, assessing, and managing climate-related risks are integrated into the organization's overall risk management

As part of Enterprise Risk Management, The Board of Directors takes an active role, as a whole and at the committee level, in overseeing management of the company's risks. Specifically, strategic risks are overseen by the full Board of Directors and the Strategy Committee; regulatory risks are overseen by the Government and Regulatory Affairs Committee; financial and cybersecurity risks are overseen by the Audit Committee; risks relating to compensation plans and arrangements are overseen by the Compensation Committee; and risks associated with director independence and potential conflicts of interest are overseen by the Nominating and Corporate Governance Committee. In 2021, the Strategy Committee took on the responsibilities related to overseeing ESG-related matters, including risks.

Metrics and Targets- Disclose the metrics and targets used to assess and manage

relevant climate-related risks and opportunities where such information is material.

- a) Disclose the metrics used by the organization to assess climate-related risks and opportunities in line with its strategy and risk management process

eHealth uses a variety of environmental metrics to assess climate-related risks and opportunities, including risks associated with water, energy, and waste management.

- Energy metrics - calculated in MWh, include total fuel consumed from renewable and nonrenewable resources, total electricity consumption, and total energy consumption
- GHG emission metrics - calculated in metrics tons CO2e, include Scope 1 emissions and Scope 2 emissions.

- b) Disclose Scope 1, Scope 2, and if appropriate Scope 3 GHG emissions and the related risks.

2021 Scope 1 GHG emissions	95 MTCO2e
2021 Scope 2 GHG emissions	1,547 MTCO2e

Refer to year over year data in our 2021 Sustainability Report to see 2019-2020 data.

This report provides a high-level *heat map* quantification of eHealth’s Scope 3 indirect greenhouse gas (GHG) emissions for 2021. The analysis uses industry averages and proxy data to estimate Scope 3 emissions for eHealth based on its industry of operation and size. The *heat map* approach is ideally suited to gaining a high-level understanding of a company’s indirect emissions. This data can be used to help understand how material overall Scope 3 and individual categories may be, and also to target categories of Scope 3 emissions for further calculation refinement by collecting actual company-specific data.

Description of Scope 3 Emissions

Scope 3 emissions are the emissions from activities not directly controlled by the reporting company, but that the company indirectly impacts through its value chain. Scope 3 emissions include all indirect sources not within an organization’s Scope 1 (direct emissions from operations) and Scope 2 (emissions of purchased electricity) boundary. The Scope 3 emissions for one organization are the Scope 1 and 2 emissions of another organization. Scope 3 emissions, also referred to as value chain emissions, often represent the majority of an organization’s total GHG emissions.

As defined by the GHG Protocol, Scope 3 emissions fall within 15 categories. Scope

3 emission sources include emissions both upstream and downstream of the organization's activities.

eHealth 2021 Greenhouse Gas Emissions Data Results

Emissions Category	Description	Metric tons CO₂e	% of total Scope 1, 2 & 3
Scope 1	Direct operational emissions	95	0.43%
Scope 2	Purchased electricity, steam, heat & cooling	1,547	7.05%
Scope 3 Upstream value chain emissions		20,304	92.52%
Category 1. Purchased goods and services	Extraction, production, and transportation of goods and services purchased or acquired	13,929	63.47%
Category 2. Capital goods	Extraction, production, and transportation of capital goods purchased or acquired	21	0.10%
Category 3. Fuel- and energy related activities (not included in scope 1 or scope 2)	Extraction, production, and transportation of fuels and energy purchased or acquired	53	0.24%
Category 4. Upstream transportation and distribution	Transportation and distribution of products purchased by the reporting company in the reporting year between a company's tier 1 suppliers and its own operations	337	1.54%
Category 5. Waste generated in operations	Disposal and treatment of waste generated	47	0.22%
Category 6. Business travel	Transportation of employees for business related activities	946	4.31%
Category 7. Employee commuting	Transportation of employees between their homes and their worksites	4,880	22.23%

Category 8. Upstream leased assets	Operation of assets leased by the reporting company (lessee) in the reporting year and not included in scope 1 and scope 2	91	0.42%
Scope 3 Upstream value chain emissions			
Category 9. Downstream transportation and distribution	Transportation and distribution of products	<i>n/a</i>	
Category 10. Processing of sold products	Processing of intermediate products by downstream companies (e.g., manufacturers)	<i>n/a</i>	
Category 11. Use of sold products	End use of goods and services sold	<i>n/a</i>	
Category 12. End-of-life treatment of sold products	Waste disposal and treatment of products sold	<i>n/a</i>	
Category 13. Downstream leased assets	Operation of assets owned by the reporting company (lessor) and leased to other entities in the reporting year	<i>n/a</i>	
Category 14. Franchises	Operation of franchises in the reporting year	<i>n/a</i>	
Category 15. Investments	Operation of investments (including equity and debt investments and project finance)	<i>n/a</i>	

- c) Describe the targets used by the organizations to manage climate-related risks and opportunities and performance against targets.

We do not have targets set at this time. To offset our Scope 2 emissions, eHealth purchases renewable energy certificates as a first step managing and mitigating our climate impact. We are working to create a more robust next-generation greenhouse gas reduction target in accordance with the Science Based Targets initiative (SBTi), which requires targets meet the level of decarbonization needed to limit average global temperature increase to well-below 2° Celsius compared to pre-industrial levels.