

A close-up photograph of several hands of different ages and ethnicities stacked together, palms up, on a light-colored wooden surface. The hands range from small children's hands to an older adult's hand. The sleeves of various sweaters and shirts are visible, including orange, grey, tan, and light blue. The image conveys themes of unity, support, and community.

# **2025 Impact Report**

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# About Cariloop

Cariloop is an employer-sponsored caregiving benefit designed to support working parents and caregivers. Our comprehensive platform combines professional care coaching, practical caregiving tools, and transformational Backup Care to ease the burden of care. The result: reduced stress and burnout, increased productivity, and stronger retention for employers committed to supporting their workforce.

A proud Inc. 5000 company, Public Benefit Corp, and Certified B Corporation, Cariloop is committed to driving social impact while delivering exceptional results for employers. At Cariloop, we believe that no one should go through caregiving alone. For more information, visit [www.cariloop.com](https://www.cariloop.com).

## A Force for Good

At Cariloop, being a Force for Good isn't just part of our mission, it's at the heart of everything we do. Our founders' personal caregiving experiences shaped a company rooted in empathy, service, and the belief that business can and should be a tool for meaningful change.

Caring for others is not just what we do, it's who we are.

We are committed to building a sustainable, values-driven organization that not only supports caregivers, but also invests in the wellbeing of our communities and contributes to a more compassionate world. This commitment guides how we care for our members, how we build meaningful partnerships, and how we extend our impact far beyond our own walls.

The stories that follow are a reflection of this purpose in action. Real moments of impact made possible by our team, our partners and the communities that inspire us.

# Letter from Cariloop's CEO

Hello everyone!

I am absolutely thrilled to introduce Cariloop's 2025 Annual Impact Report, and to celebrate another record-breaking year of growth and impact created by our incredible team at Cariloop. I couldn't be more proud of the work this team has done together over the last year to remain true to our core values and deliver world class service and results, all while continuing to position Cariloop as a local, domestic and global force for good.

I always look forward to reading our team's Annual Impact Report each year and taking some time to reflect on the work we've done with each of our stakeholders - our team, our shareholders, our customers, our members, and our communities - to make these results possible. Every one of these stakeholder groups showed up tremendously well for us over the last year, and I'm so humbled and honored to be able to pen this letter that features just a portion of it all.

I'll kick off some reflections and acknowledgements by sharing that the year 2025 was Cariloop's fifth year as a Public Benefit Corporation, and it was the year of our first successful re-assessment of our Certified B Corp status. We remain firmly grounded in our commitment to our statement of public benefit, pledging to donate a portion of our time, finances, and services to create a material, positive impact on our stakeholders and society.

As I write this introductory letter, our world is experiencing transformation, disruption, and evolution at speeds many of us have never seen. We as a global society are in the midst of the next technological metamorphosis as artificial intelligence continues to scale and embed itself more and more into our daily lives. In this season of societal change, I believe that Cariloop's "care deeply" approach and mentality to blending human empathy with digital excellence are more important than ever as we strive to positively impact future generations of caregivers, parents and families.

On this very point, I am so excited to share that as we closed out 2025 and opened up 2026, we catapulted past the 2-million eligible member mark and saw a record-breaking amount of enrollment and utilization of our platform. As you'll see in the details of this report, we once again generated outstanding impact results for this rapidly expanding members base, saving them precious time, reducing their stress levels, and minimizing their need to take time away or potentially leave the workforce. We founded the company nearly 14 years ago with the promise to our members that none of them should ever have to go through this caregiving experience alone, and once again we delivered wholeheartedly on that promise in 2025.



We're not able to transform the lives of these families and positively impact caregivers and parents on a daily basis without the stellar community of employers, insurance carriers, PEOs, wealth managers and other partners we're fortunate to work alongside. We really appreciate the opportunities these organizations have opened up for us to care for and support their colleagues, policy holders, worksite employees or clients. To each of you reading this who are part of this growing coalition of caregiving champions, I thank you from the bottom of my heart and am beyond excited for another impactful year ahead of us.

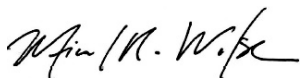
I wanted to also recognize the remarkable coalition of non-profit and civic organizations we're honored to partner with who help amplify our message and create meaningful ripple effects for us in every community they serve. This is crucial to our strategy as a Public Benefit Corporation and central to our vision of creating the global standard for the way we support caregivers, families AND each other.

Lastly, I have the extraordinary honor to get up every day and work with the absolute best team of professionals on the planet who drive all of the impact encapsulated in this report. I couldn't be more thankful for the work our Loopers do together to propel us forward each day, week, month, quarter and year - none of this impact exists if they don't collaborate each and every day to make it so. Our Board of Directors and shareholders get involved in all of this critical work as well, supporting all of us and challenging us to reach the next level. Thank you all so much for all you do to make these results a reality.

It was a remarkable year in 2025, and it's been an even more remarkable last 5 years since we first converted Cariloop to a Public Benefit Corporation. As always, our team at Cariloop remains committed to openly sharing our impact work each year and featuring a number of our initiatives, success stories, and the milestones met on our journey. If you ever have any ideas, questions or feedback for us, we are always eager to learn and improve how Cariloop can act as a force for good in the world.

As I dream about the next five years ahead, I couldn't be more excited about the work we're doing to propel Cariloop towards the 10-million member milestone and the positive societal impacts we'll create along the way. We've done some amazing things so far, and we're still just getting started. Cheers to an even more impactful year of growth and impact in 2026.

With care,



**Michael Walsh**  
Cariloop Co-Founder and CEO

# Cariloop's Impact: The Impact of Caring

At Cariloop, impact isn't just something we talk about. It's something we actively measure, learn from, and use to better support the caregivers we serve every day.

Before we explore the impact we've made across our stakeholders through donated time, finances, and services, it's important to start with the foundation of our work: the impact of our product. Supporting caregivers is our why, and understanding how we deliver on that promise is central to everything that follows.



**88%**

members surveyed report a reduction in stress



**97%**

members reported Cariloop services helped save them time (in or out of work)



**90%**

of members reported Cariloop services helped them avoid unplanned time off

Across our member base, we're seeing meaningful outcomes that reflect both the emotional and practical support our service provides. 88% of members surveyed report a reduction in stress, giving them greater confidence and peace of mind as they navigate complex care journeys. At the same time, our support is translating into real, tangible value in the workplace. 97% of members reported Cariloop services helped save them time (in or out of work) and 90% of members reported Cariloop services helped them avoid unplanned time off.



These outcomes are paired with a strong sense of satisfaction. With a NPS score of 82, members consistently share that having a dedicated coach and personalized support system makes a meaningful difference in their daily lives.

NPS score of

**82** 😊

But impact isn't just about outcomes. It is also about reach.

In 2025, we supported nearly 23,000 unique member needs, each one representing a real moment where guidance, clarity, or support was needed most. These needs spanned every aspect of the caregiving journey, from coordinating care and finding trusted providers to navigating insurance, Medicare and Medicaid, securing childcare, accessing community resources, and managing complex or emotional conversations.

**23,000**

unique member needs

This breadth reflects an important truth: caregiving is deeply personal and rarely straightforward. No two situations look the same, and neither does the support required. Our approach is designed to meet caregivers where they are, providing tailored, human-centered support that adapts to the full complexity of their experience.

Beyond 1:1 support, we're also seeing the power of connection through our coach-moderated community. Today 61,675 are actively engaging in these spaces, sharing experiences, offering support, and building a sense of belonging with others navigating similar journeys.

**61,675**

members actively  
engaging in coach-  
moderated community

And as we continue to evolve, we're making intentional investments in areas that will shape the future of care. In 2025, we expanded our support model by introducing the ability for employers to financially support employees in need of backup care. While we have been sourcing care for employee caregivers for years, this was a natural extension of the work we already do.

We designed our backup care solution to create meaningful impact not only for our members and employer partners, but for the broader care ecosystem. While still growing, this work reflects our belief that backup care can and should be done differently.

Balancing public benefit with long-term business sustainability is central to how we make decisions, and investments in Backup Care reflect that balance. While they require upfront resources, we believe they create long-term value by expanding access to care, strengthening retention, and supporting workforce stability.

Our approach ensures employer subsidy dollars go directly toward the cost of care employees need, without unnecessary complexity or restrictions. It supports families across the full spectrum of care needs without limiting them to a predefined network, and avoids placing added financial pressure on care providers through commissions or reduced rates.

As Keith Scally, our Chief Product Officer, shares,

*“By removing network restrictions, embracing personal care networks, leveraging technology to verify trusted personal care options, and ensuring subsidy dollars go directly to the cost of care, our backup care solution expands access while helping build a more equitable and sustainable care system.”*

As we continue to expand this offering, we see Backup Care as a critical extension of our impact, helping families bridge gaps in care, reducing stress and disruption, and contributing to a more sustainable and equitable care economy over time.

Together, these insights tell a larger story. When caregivers are supported, the impact extends far beyond the individual, into workplaces, families, and communities.

## Reshaping the Caregiving Experience

Keith Scally, Chief Product Officer



Even as we see meaningful progress and measurable impact, one truth remains: caregivers are still largely unsupported. According to the AARP Public Policy Institute, approximately 59 million people in the United States provide care for a loved one, contributing an estimated economic value of more than \$1 trillion annually.

Despite this immense contribution, caregivers are too often left to navigate complex systems on their own, searching for resources, managing costs, and coordinating care without adequate support. This fragmentation leads to heightened stress, burnout, and anxiety at a time when stability and guidance are most needed.

This is why our continued investment in the Caregiver Support Platform is essential. We are building a single, safe, and trusted destination that brings together everything caregivers need, simplifying what has historically been overwhelming and disjointed.

We envision a future where Cariloop sets the global standard for caregiver support, one where caregivers and their families no longer face this journey alone. In that future, support is seamless, integrated, and human-centered. Caregivers can access expert guidance from licensed professionals, connect effortlessly with vetted services and providers, navigate financial resources with confidence, and utilize tools that help organize and manage the complexities of care.

Just as importantly, they are supported by a community of peers, friends, and family that ensures they feel seen, understood, and never isolated.

We are just getting started. With continued focus and investment, we believe we can fundamentally reshape the caregiving experience and drive meaningful, lasting impact for millions of families.



# Public Benefit Corporation & Certified B Corporation

Cariloop is a Public Benefit Corporation (PBC) and Certified B Corp. These statuses put guidelines and accountability mechanisms in place to ensure we are pursuing our mission while taking into consideration all of our stakeholders in our decision-making to use our business as a force for good.

## Public Benefit Corporation:

In 2021, Cariloop converted to a PBC. By becoming a PBC, we are committed to investing in our communities and generating value for all of our stakeholders as we work to create the global standard for how we support caregivers, families and each other. Below is our Statement of Public Benefit, outlining our commitments that are written into Cariloop's Articles of Incorporation:



### Statement of Public Benefit:

To create a seamless blend of digital and human-centered products, services and experiences that transform the way people care for one another. As the Corporation grows its membership base each year and supports more families across domestic and global communities, the Corporation will then re-invest a portion of its collective time, financial resources, and services into those communities to create a material positive impact on society as a whole.

To commit to our Statement of Public Benefit, Cariloop is committed to donating a portion of our collective time, our revenue and our services back into the communities we support.

## Certified B Corporation:

In 2022, Cariloop proudly became a Certified B Corporation, a milestone that reflects our deep commitment to using business as a force for good. This certification required a rigorous, third-party audit of how we operate which examined everything from our governance practices to how we support employees, serve our customers, engage with our communities, and care for the environment.



At Cariloop, we actively use the B Impact Assessment (BIA), a standards-based tool developed by B Lab, to measure, manage, and improve our impact across five key areas: governance, workers, community, environment, and customers. This third-party tool holds us to the highest standards of transparency and continuous improvement.

In 2025, we went through our second certification cycle with B Corporation which resulted in an improved B Impact Assessment score of 95.1. This score reflects the commitment we have to all of our stakeholders to use our business as a force for good.

Our commitment to being a Public Benefit Corporation is grounded in action. As outlined in our statement of public benefit, Cariloop reinvests a portion of our collective time, financial resources, and services to create meaningful impact beyond our core business. This report brings that commitment to life by showing how these efforts reach the people and communities we serve.

Throughout this report, you'll see how our impact centers on four key stakeholder groups:



**Loopers**  
(our employees)



**Customers**  
(our B2B clients)



**Caregivers**  
(our members)



**Our World**  
(the communities and systems we serve)

By examining how we dedicate our **time**, **financial contributions**, and **services** to each of these groups, we're able to more fully understand and measure the ways we show up. This approach ensures our impact is intentional, meaningful, and far-reaching.

Together, these commitments guide how we make decisions, always with the broader human experience in mind, because at Cariloop, impact isn't a side effort, it's who we are.



This is one example of how we put our Public Benefit Corporation (PBC) and Certified B Corp responsibility into practice.

## Designing Support for the Modern Caregiving Workforce

Chelsey Hershey, VP of People



At Cariloop, the way we care for our employees reflects the same commitment we have to the caregivers and families we serve every day. A significant

portion of our workforce is navigating caregiving responsibilities in their own lives while continuing to show up each day to support others.

Caregiver support is already on the agenda for many employers. The more important question is what meaningful support actually looks like for today's workforce and how those decisions impact employees and the business. These decisions directly influence retention, performance, and workforce stability.

For us, that work begins with understanding our own workforce. We regularly look at data, employee feedback, and the lived experiences of our team to ensure the benefits and resources we provide reflect what our employees actually need.

In 2025, we continued investing in several areas that support our employees as caregivers. We strengthened core benefits, expanded resources

that help employees navigate caregiving responsibilities, and made the decision to introduce Cariloop's Backup Care solution internally first.

That decision reflects how we operate as a Public Benefit Corporation. We chose to invest in supporting our employees in a way that directly improves their ability to navigate care, while also strengthening retention, performance, and workforce stability.

Introducing Backup Care internally allowed us to better understand how access to reliable care reduces disruption for employees and supports teams in operating more effectively day to day. It also ensures that what we bring to market is grounded in the realities our employees, and our customers, are navigating.

This is how we approach our responsibility. We make decisions that support employees in a way that also strengthens how the business operates and ensures the solutions we deliver reflect real caregiver needs.

# 2025 Impact at a Glance

As we mark our fifth year as a certified B Corporation, we remain deeply committed to using our business as a force for good. Over that time, we have reinvested close to \$400,000 back into our communities and into caregivers through a combination of donated finances and services.

In 2025, that commitment continued to take shape through meaningful action, including 947.5 hours of volunteer time, support for more than 40 organizations through financial contributions, and 96 interactions delivered through donated caregiving services, each reflecting our ongoing effort to create tangible, lasting impact.



## Donated Time

**947.5**

Hours Volunteered



## Donated Finances

**40+**

Organizations Received  
Donations From Cariloop



## Donated Services

**96**

Total Interactions Across  
Donated Cases

# Donated Time



**30+**



Loopers Volunteered at  
30+ Organizations Around  
the United States





## CAREGIVERS

# Delivering Joy Through Angel Tree

During the 2025 holiday season, a group of Loopers stepped away from their desks and into the heart of the community to support The Salvation Army Dallas Warehouse and its Angel Tree program.

Loopers Nina Khmelnitckaia, John Sarmiento, and Nat Vargas volunteered their time to help sort and process donated gifts, ensuring each item was organized and ready for distribution. They also assisted families as they arrived to gather their Angel Tree gifts, helping create a smooth and welcoming experience during what can be both a joyful and stressful time of year.

The Angel Tree program provides holiday gifts to children and families who might otherwise go without. Behind every carefully sorted toy and winter coat is a family looking forward to a brighter holiday morning. By supporting warehouse operations and distribution efforts, the team played a direct role in helping deliver that joy.

Beyond the tangible impact, the experience also created space for connection and reflection.

Quote from Natalia Vargas:

*"We look forward to doing this every year because it gives us meaningful time together outside of work and allows us to give back to families in our community during the holiday season."*



Through service, the team not only helped make the holidays special for local families, they strengthened their own bonds and deepened their shared commitment to giving back.



## CAREGIVERS

# Leading by Example: Supporting Caregivers Through Service

Cariloop founder and CEO Michael Walsh set a personal goal to volunteer 120 hours with the children and professional caregivers at Children's Health in 2025. His commitment reflects a belief that supporting caregivers is not only central to Cariloop's mission but also something that should be practiced beyond the workplace.

Children's Health is home to a dedicated community of nurses, clinicians, and care teams who provide life-changing support to children and their families every day. While their focus is on delivering exceptional care to patients, the emotional and physical demands of their work can be significant. Volunteers play an important role in helping create moments of comfort and normalcy for the children they serve while also supporting the professional caregivers who make that care possible.

Through his volunteer hours, Michael spent time engaging with the young patients, helping create uplifting experiences for children during their hospital stays, and offering an extra set of hands to the care teams who support them. Whether through small moments of play, conversation, or simply offering a moment of comfort in a long day, these interactions contribute to an environment where children and caregivers feel supported.

At its core, this effort is about something bigger. Caring for caregivers doesn't stop at our members, it extends beyond the families Cariloop serves every day. It also includes recognizing and uplifting the professional caregivers who dedicate their lives to caring for others.

Michael's commitment demonstrates that making a meaningful impact does not only come from

building a mission driven company. It also comes from showing up, giving time, and investing personally in the communities and caregivers who need support the most.

Quote from Michael Walsh, CEO about the experience:

*"It means the absolute world to me to be there for these kiddos who are all alone, and to be able to offer a helping hand to the professional caregivers who are often caring for multiple kiddos over the course of a 12-hour shift. Every shift at the hospital fills my cup and inspires me to keep working as hard as I can to make the world a better place for caregivers and their families."*



## LOOPERS (EMPLOYEES)

# End of Year Volunteer Contest

We closed out the year of 2025 by celebrating something that makes our culture truly special: the way Loopers show up for their communities. Our End of Year Volunteer Contest was an opportunity to recognize the time, care, and energy our team so generously gives beyond their day-to-day work.

During the contest period alone, Loopers logged an impressive 182.75 volunteer hours. Each hour represents real impact, from supporting local nonprofits to strengthening the communities where we live and work.

We were proud to recognize two Loopers for their outstanding participation. Nina Khmelnitckaia logged the most hours during the contest with 20 hours of service, demonstrating an exceptional commitment to giving back. When asked what her 'why' was for volunteering, Nina shared:

*"To me, volunteering is just a simple way to show up for people. Even a few hours of your time can make a real difference. I'm thankful that Cariloop supports that through volunteer time off - it makes giving back feel more doable."*



Jennifer Essick was selected as the winner of our participation drawing, a reminder that every act of service, big or small, matters. Jennifer shared her why:

*"I volunteer because it's a way to strengthen our community. Giving back not only fills my cup and makes me feel like I'm making a difference, it brings people together!"*



This initiative was about more than friendly competition. It was about reinforcing our shared value of caring deeply and celebrating the many ways our team leads with purpose. Together, these collective efforts continue to expand our impact far beyond our business, strengthening the communities we are proud to serve.





## CUSTOMERS/CLIENTS

# The Golden Heart Fund: Care Beyond the Game

The Golden Heart Fund is a player-led nonprofit founded by San Francisco 49ers alumni to support former players and their families as they navigate life after football. Built on the enduring bonds formed through the game, the organization provides a trusted network of resources and support for alumni facing health challenges, caregiving responsibilities, financial hardship, and other life transitions.

The Golden Heart Fund Advisory Council brings together former players, family members, and professionals with strong ties to the NFL community and deep experience supporting caregivers and families. Working alongside the Golden Heart Fund team, the council helps review and discuss dire need grant requests, offers perspective on complex situations affecting alumni and their families, and contributes strategic insight that helps strengthen programs designed to meet evolving needs across the 49ers alumni community. Being part of the Advisory Council is especially meaningful to me, as it reflects the same commitment to supporting caregivers and families that guides my work and purpose more broadly.

Bringing together lived experience from former players and families with professional expertise in caregiving allows the council to approach each situation with both empathy and strategic perspective, ensuring resources are deployed in ways that create meaningful, long term impact.

Quote from Bre Boysel, Chief Care Officer who serves on the council:

*"Caregiving and unexpected life challenges can affect anyone, including professional athletes. The Golden Heart Fund reflects the strength of the 49ers community, coming together to support one another when it matters most. Serving on the Golden Heart Fund Advisory Council is meaningful because it allows us to combine lived experience, professional expertise, and community commitment to support people during some of their most difficult moments. It's a powerful example of how the 49ers alumni community continues to show up for one another beyond the game and I am incredibly grateful to be a part of it."*



## OUR WORLD

# Collaborating to Craft Comfort

In 2025, Loopers contributed nearly 1,000 hours of volunteer time to causes that matter in their local communities, showing up with intention and living our values beyond the workday.

One of the most meaningful moments of the year took place during our annual in person All Hands meeting, where we set aside time to serve together. As a team, we partnered with Project Linus, an organization dedicated to providing love, warmth, and a sense of security to children who are seriously ill, traumatized, or otherwise in need. Through handmade blankets created by volunteer “blanketeers,” Project Linus delivers tangible comfort during some of the most difficult moments in a child’s life.

During our group volunteer event, Loopers rolled up their sleeves and collaborated to create a total of 24 handmade blankets for children in need of comfort. Each blanket represented more than fabric and thread. It represented care, compassion, and a shared commitment to supporting families during vulnerable times.

In addition to the blankets, our team was also able to donate more than 100 pairs of socks and provided support to Community Quilters, a sister fund of the local chapter. Together, these contributions extended the impact beyond a single afternoon and helped meet immediate, practical needs for children and families in the community.

The gratitude from our partners reinforced just how meaningful these efforts are. As Regina shared:

*“We picked up your awesome blankets today from Not Your Mama’s. Thank you so much for your generosity. We need all the blankets we can get. Thank you for continued support of Project Linus... With your help, we comforted nearly 7,000 children last year.”*

Moments like this remind us that when we come together with purpose, even small acts of service can deliver warmth, dignity, and hope.



## 130 hours of Compassion

In 2025, Looper Adreeta Das logged an incredible 130 volunteer hours, the most of any Looper in 2025. Much of that time was spent helping animals who simply needed patience, care, and someone willing to give them a chance.

One of Adreeta's most meaningful experiences began when a feral cat started showing up on her porch. The cat was cautious and defensive at first, earning the nickname "Miss Hiss." Over time, Adreeta dedicated countless hours to gently helping her adjust to human interaction, other animals, and the safety of indoor life. Through that steady care, Miss Hiss slowly transformed into Miss Pico, a cat who slowly learned to trust again.

Adreeta supported Miss Pico's journey alongside TARA (The Animal Rescue Alliance), an organization that works to improve the lives of animals through rescue, rehabilitation, and community support.

Her compassion extended beyond cats. During the year, Adreeta and her husband also stepped in to help a young robin that had fallen into a neighbor's yard while learning to fly and injured its wing. The pair cared for the bird overnight before safely transferring it to Lakeside Nature Center, a wildlife rehabilitation organization in Kansas City that specializes in caring for injured and orphaned animals.

For Adreeta, volunteering is deeply personal:

*"My 'why' is simple: I've always loved animals and want to help the ones who don't always get a fair chance. One of my dreams is to partner with a local rescue and eventually have a dedicated kitten rescue room in my future home so I can foster more kittens and help them find safe, loving homes."*



She also credits the people around her who made this work possible, including her husband for his constant support and her manager, TC Riley, for encouraging and accommodating her volunteer efforts.

Adreeta's 130 hours represent more than time volunteered. They represent patience, empathy, and the belief that small acts of care can completely change an animal's future.





## Serving with Dignity and Heart

In 2025, Chrissy Schuster dedicated an impressive 76 hours of volunteer service, regularly giving her time at Community Garden Kitchen (CGK). Through her consistent commitment, Chrissy helps create a welcoming space where neighbors can gather for a warm meal and meaningful connection.

Community Garden Kitchen operates under a unique Dining with Dignity model. Rather than a traditional food service line, guests are welcomed into a restaurant-style environment where they can enjoy a freshly prepared meal in a space designed to be comfortable, respectful, and inclusive. The goal is simple but powerful: to ensure everyone who walks through the door is treated with dignity and care.

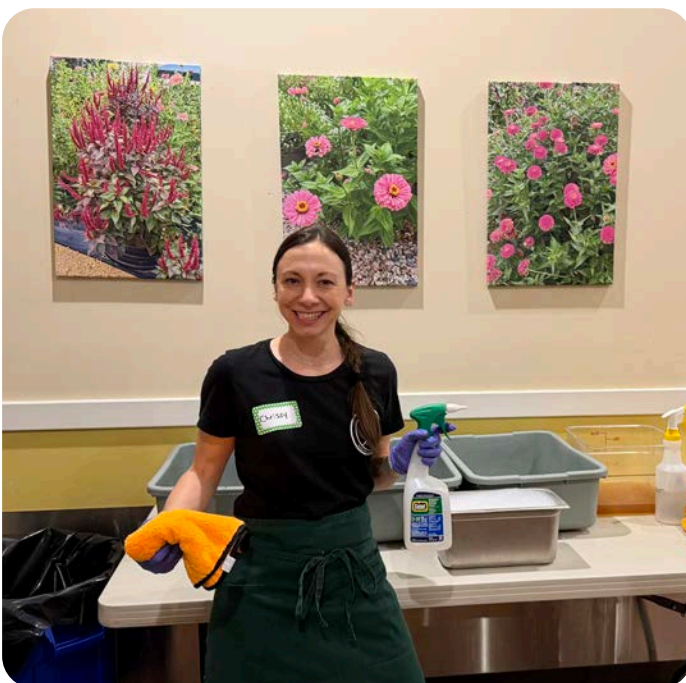
During her volunteer shifts, Chrissy helps keep the dining space running smoothly. She cleans and buses tables, maintains the restaurant environment, and helps ensure the space remains warm and welcoming for every guest who comes in for a meal.

For Chrissy, the experience is about far more than the tasks at hand:

*"I volunteer with Community Garden Kitchen because I truly love giving back to my community. Their Dining with Dignity model is unique and meaningful to me because it creates a welcoming and respectful experience for every guest. Being part of someone's day by offering a hot meal and a moment of relief or peace is incredibly impactful. Volunteering at CGK is deeply fulfilling to me and is a constant reminder to me why community matters."*



Chrissy's 76 hours reflect a deep commitment to serving others and helping ensure that every person who walks through Community Garden Kitchen's doors is met with warmth, dignity, and care.



## OUR WORLD

# Finding Home, One Paw at a Time

For Renee Mohan, impact starts close to home, with muddy paws, wagging tails, and second chances.

In 2025, Renee dedicated her time to volunteering with Saving Hope Rescue, a nonprofit committed to rescuing, rehabilitating, and rehoming dogs in need. Her involvement spans whatever is needed most: socializing dogs and puppies to help them build trust and confidence, cleaning and maintaining outdoor spaces to ensure safe environments, fostering animals as they wait for permanent homes, and supporting adoption events that connect pets with families.

Every role plays a part in a much bigger journey. Socialization helps shy or anxious dogs learn to feel safe again. Fostering creates stability and care during critical transitions. Adoption events turn hopeful moments into lifelong bonds.

For Renee, the most meaningful part is witnessing transformation, seeing a once-nervous dog light up during playtime or watching a family meet their newest member for the very first time. Those moments of connection represent more than adoption; they represent belonging, healing, and a fresh start.

Through her volunteerism, Renee reminds us that community impact is measured in care, consistency, and compassion.

Quote from Renee:

*"I volunteer at Saving Hope because I adopted my dogs, Charlie and Arthur, from them. Experiencing their mission firsthand showed me how much care and coordination goes into every rescue. It's more than saving dogs, cats, and even a donkey. It's about building a strong support system for fosters, caregivers, and adopters. Volunteering is my way of giving back to the organization that changed my life while helping strengthen our community."*

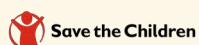


# Donated Finances

Donations to Over

**40**

Organizations



## CAREGIVERS

# Investing in Caregivers, Investing in the Future

Higher education is often designed with a single focus in mind: the student. But for thousands of students, learning happens alongside caregiving. Student caregivers are managing coursework while also supporting children, aging relatives, loved ones with disabilities, or partners facing serious health challenges. Their responsibilities extend far beyond the classroom and into every part of daily life.

The Cariloop Caregiver Scholarship was created to recognize and support these students. It exists to ease financial pressure for those who are pursuing education while showing up consistently for others. At Cariloop, we believe that caregiving and academic ambition should not be mutually exclusive, and that supporting caregivers today helps build stronger, more compassionate futures tomorrow.

2025 marked our fourth consecutive year offering the Cariloop Caregiver Scholarship, and it became our most impactful year to date. We received a record 871 applications, each reflecting determination, resilience, and an unwavering commitment to both education and caregiving. Every application represented a student navigating immense responsibility while continuing to invest in their future.

This year also marked a meaningful milestone for the program. For the first time, we received external interest from an organization that wanted to help expand the reach of the scholarship. Mead & Hunt learned about the Cariloop Caregiver Scholarship through one of their Employee Resource Groups and reached out with a shared commitment to supporting student caregivers. Their partnership allowed us to increase the total scholarship award to \$8,500, which was distributed

among three student caregivers from different walks of life, each pursuing a future grounded in service, care, and impact.

The voices of our scholarship recipients bring the purpose of this program to life.

One recipient shared how caregiving shaped their calling in medicine:

*"My journey to becoming a neurologist is rooted in personal experience. After my father suffered a traumatic brain injury, I stepped into the role of caregiver and saw the gaps in our healthcare system, especially for families like mine. These experiences inspired me to pursue medicine with a commitment to advocacy, equity, and compassion of which values clearly resonate with Cariloop's mission."*

*Your dedication to supporting caregivers moves me deeply. Knowing there are organizations like yours that recognize the sacrifices caregivers make gives me renewed hope and determination."*





Another recipient reflected on how the scholarship brings them closer to a dream shaped by resilience and care:

*"As someone who grew up in foster care and now dreams of earning my Doctorate in Nursing for Pediatric Psychiatric Nursing, your support moves me one step closer to helping children and families facing difficult journeys. I aspire not only to make a difference in healthcare but also to travel the world and give children in foster care a loving home, inspired by my own experiences."*

For our third recipient, the scholarship provided both financial relief and renewed motivation to continue advocating for others:

*"Receiving this scholarship truly eases the financial weight that comes with returning to school, allowing me to fully concentrate on my nursing studies and my ongoing work as a nonprofit founder."*

*As someone who advocates for women and children facing some of life's toughest challenges, I'm passionate about transforming my own experiences into hope and healing for others. Knowing that Cariloop's mission is to walk alongside caregivers through every step of their journey inspires me deeply. Your commitment to relieving stress and offering guidance to caregivers is a powerful reminder that we are never alone, and it motivates me to continue my advocacy work with even greater determination."*

These stories reflect the heart of the Cariloop Caregiver Scholarship. The program is about more than financial assistance. It is about recognition, belief, and standing beside caregivers as they pursue their goals. By reducing financial strain and affirming their efforts, we help ensure student caregivers do not have to choose between caring for others and investing in their own future.

In 2025, the Cariloop Caregiver Scholarship represented more than support. It represented trust in caregivers, confidence in their potential, and a commitment to building a future where caregivers are seen, valued, and empowered to thrive.



## LOOPERS (EMPLOYEES)

# Looper Give

Access to food is one of the most basic human needs, yet for millions of individuals and families, including children, it remains uncertain every day. Food insecurity touches every community and often affects those working hard to care for themselves and others. In 2025, we chose to focus Looper Give on this urgent and universal challenge, recognizing that meaningful impact begins with meeting essential needs.

This year, we evolved Looper Give by centering our collective efforts on food access. By focusing on hunger relief, we aimed to create tangible, immediate impact by helping ensure that more families have reliable access to nourishing meals. This approach reflects our belief that dignity, stability, and well-being begin with something as fundamental as a full plate.

To bring this vision to life, we partnered with a thoughtfully selected group of local and national food banks and hunger relief organizations that are deeply rooted in the communities they serve. These organizations work every day to support individuals and families facing food insecurity, addressing both immediate hunger and long-term access to nutritious food.

Loopers were invited to direct their giving by choosing which organization they wanted to support, allowing each individual to connect personally with the cause while contributing to a shared goal. Each Looper allocated \$100 to one of the following organizations: Minnie's Food Pantry, Central Texas Food Bank, Ohio Association of Food Banks, Harvesters, Feeding America and No Kid Hungry.



This model balanced focus with flexibility. By rallying around a single issue while empowering individual choice, Looper Give strengthened both collective impact and personal connection. Every contribution directly supported nourishment, dignity, and hope for people facing food insecurity across the country.

Beyond the financial support, this initiative fostered a deeper sense of shared purpose within our community. It reminded us that when we act together with intention, even small, individual decisions can add up to meaningful change.

In 2025, Looper Give demonstrated the power of focused generosity. By addressing food insecurity, we took a tangible step toward supporting healthier communities and reaffirmed our commitment to showing up for people where the need is greatest.

## Extending Impact Through Product and Purpose

Our commitment to addressing food insecurity in 2025 did not stop with Looper Give. In 2025, we extended this initiative through a partnership with our Product team, connecting community impact with meaningful learning from the caregivers we serve.

The Product team conducted a member survey designed to better understand what caregivers value most and the goals they are working toward. The purpose of this effort was to listen directly to caregivers and gather insights that can inform how we build and evolve our product to better support the often underserved challenges they face. By centering caregiver voices, we are able to make more informed decisions that reflect real needs and lived experiences.

Caregivers who participated in the survey were compensated with a gift card in recognition of their time and insight. In alignment with our broader hunger relief focus, Cariloop also matched donations tied to this effort, directing additional support to Feeding America.



Through this partnership between Product, members, and our impact efforts, we were able to make an additional contribution toward fighting hunger.

This was a simple but powerful example of how listening and giving can go hand in hand. While the survey helped deepen our understanding of caregiver priorities and inform future product development, the associated donations extended immediate support to families experiencing food insecurity.

By aligning product innovation with purposeful action, we reinforced our belief that impact is strongest when it serves both present needs and long-term solutions. In 2025, this collaboration allowed us to learn from caregivers, build with greater intention, and contribute to a cause that strengthens communities nationwide.



## Standing with Texas Hill Country

In 2025, when devastating floods swept through the Texas Hill Country, entire communities were left grieving the loss of lives, homes, and a sense of normalcy. The road to recovery will be long for families in Hunt, Ingram, Kerrville, Center Point, Comfort, and the surrounding areas. As a Texas-founded company, we felt the weight of this tragedy deeply.

Cariloop took action by supporting The Community Foundation's Kerr County Flood Relief Fund, ensuring resources were directed to vetted organizations leading rescue, relief, and long-term recovery efforts. We also partnered once again with World Central Kitchen, whose teams were on the ground providing meals and clean water to first responders and families in crisis. Earlier this year, we stood with WCK during the California wildfires. We are proud to stand with them again as they serve Texas communities in urgent need.

This tragedy hits especially close to home. As a Texas-headquartered company, many of our employees live in and around the communities impacted. When Looper Anne Claire Black shared that her nephews had lost their cousin, Janie Hunt, and classmate, Eloise Peck, in the Camp Mystic floods, our Cariloop family immediately felt the weight of that loss alongside her.

Anne Claire told us about a meaningful neighborhood tradition of placing green, purple, and pink ribbons on trees, schools, and special community spaces to honor the girls and show support for their families. With local stores quickly selling out of supplies, she asked if Cariloop could help. Without hesitation, we stepped in, providing 60 tablecloths to be transformed into remembrance bows, ensuring families returning home would see

visible signs that their community was standing with them.

Quote from Anne Claire Black:

*"My family and our community were incredibly appreciative of the support that Cariloop showed us. My nephews and their friends also helped hang bows throughout their neighborhood, and through this, my nephews truly felt the support of their friends during such a difficult time. While these families' lives are forever changed, I know that each individual's legacy will live on. In the face of the unimaginable, seeing ribbons of support throughout the neighborhoods and at their school provided comfort and served as a powerful symbol of togetherness."*



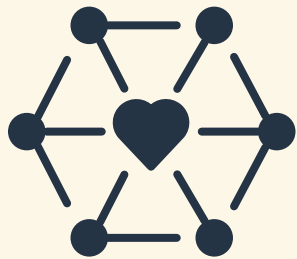
Later in the year, at our October in-person All Hands, we created a remembrance table where Loopers could wear ribbons in solidarity, honoring the lives lost and the families forever changed.

Supporting the world around us means showing up in moments that matter. In 2025, we stood with Texas Hill Country not only through financial support, but through compassion, presence, and community.





# Donated Services



# 96

Total Interactions Across Donated Cases to External Non-Profits'

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We Supported Donated Cases Across  
4 Main Organizations:



## CAREGIVERS

# Extending Care Beyond Traditional Access

Behind every donated case is a caregiver navigating one of the most complex and emotional seasons of life. Whether supporting an aging parent, caring for a child with medical needs, or coordinating care for a loved one across distance, many families face these challenges without guidance or a clear place to turn. Through donated cases, Cariloop is able to step in and provide professional support, helping caregivers find clarity, resources, and reassurance when they need it most.

Caregivers receiving donated support often report:

- ♥ Feeling less alone in complex caregiving situations
- ♥ Greater clarity when making difficult care decisions
- ♥ Relief knowing someone is helping them navigate resources
- ♥ Increased confidence in caring for their loved ones



Breanna Boysel, our Chief Care Officer, gives her thoughts on the importance of donated cases:

*"Donating cases allows us to expand our reach in support of Cariloop's mission by helping caregivers who might otherwise have nowhere to turn. Many families navigating care situations lack access to the guidance and support they need. Through donated cases, we're able to walk alongside caregivers during some of life's most challenging moments, ensuring more families have access to the support and clarity they need to care for the people they love."*



Moments like these reinforce why donated cases remain such an important part of our impact. By extending Cariloop's care expertise beyond traditional access points, we are able to ensure that more caregivers feel supported, informed, and empowered as they care for the people who matter most to them.

## LOOPERS (EMPLOYEES)

# Cariloop Cares



At Cariloop, we often say that caregivers are at the heart of everything we do. Just as importantly, we believe our employees are our first customers. The experience our Loopers have internally should reflect the same care, empathy, and support we promise to the caregivers and families that we serve.

Taking care of our team is not a secondary priority. It is foundational to our mission. When Loopers feel supported in their health, financial wellbeing, and caregiving responsibilities, they are better equipped to show up every day with clarity, compassion, and focus for the members who rely on us.

By ensuring our employees and the people they consider family have access to meaningful, reliable support, we reinforce a culture where care is not just something we deliver. It is something we live.

Quote from Bre, Chief Care Officer:

*"At Cariloop, the way we care for our members begins with the way we care for each other. Our Loopers are at the heart of the impact we create every day, and we couldn't do this work without the compassion, dedication, and expertise of our entire team. By supporting one another and staying connected to our mission, we build a culture that allows us to show up with **deep empathy, thoughtful innovation, and unwavering integrity** for the families who trust us to help them navigate some of life's most complex moments."*



## Partnership with Black & Missing Foundation



In 2025, one of the most meaningful ways we lived out our mission was through direct support of families connected to the Black and Missing Foundation, Inc. (BAMFI).

BAMFI is a nonprofit organization dedicated to bringing awareness to missing persons of color, advocating for equitable media coverage, and providing vital resources to families navigating the unimaginable. Founded in 2008 by experts in law enforcement and public relations, the organization works to ensure that missing individuals are seen, their stories are amplified, and their loved ones are not left to search alone.

This year, Cariloop donated care cases to families connected to BAMFI, offering hands-on guidance and coordination during an incredibly complex and emotional time. These cases provided structured

support, helping families navigate logistics, access resources, and manage the overwhelming details that arise in a missing persons situation.

We are grateful to share that several individuals connected to those donated cases were ultimately found. While every case is different, reunifications are powerful reminders of why visibility, advocacy, and sustained support matter.

In addition to donated cases, we were honored to invite BAMFI to speak at our company-wide All Hands meeting, where they shared more about their mission and the reality of what they do. We also proudly supported their Hope Without Boundaries 5K, standing alongside their community to help raise awareness. (Learn more about the Black and Missing Foundation by watching their [documentary](#)).

At Cariloop, we believe every family deserves to be seen, heard, and supported. Through our partnership with BAMFI, we were able to turn that belief into tangible action.



## Expanding Access to Opportunity Through Partnership



A meaningful job can change the trajectory of a person's life, and Skills for Chicago continues to make that possibility a reality. By connecting unemployed and underemployed job seekers with employers who are ready to hire, the organization plays a critical role in creating more equitable pathways to long-term financial stability.

Cariloop is proud to continue our long-standing partnership with Skills for Chicago, supporting their mission in ways that align closely with our own commitment to care and access. In addition to sponsoring the 2025 Annual Employment Champions Breakfast, we also provide access to donated Cariloop cases, helping ensure that individuals and families have the guidance and support they need as they navigate both work and caregiving responsibilities.

This partnership reflects a shared belief that support systems matter. While Skills for Chicago focuses on opening doors to employment, Cariloop helps reinforce stability by supporting the whole person. Together, this collaboration helps create a stronger foundation for success by pairing access to opportunity with access to care.

We are grateful to stand alongside Skills for Chicago and remain inspired by their continued impact in building a more equitable future for the communities they serve.

Quote from Ammar Fouad Bahrani, local Chicago resident and our CFO, on local impact:

*"Expanding access to meaningful employment opportunities is one of the most important ways we can drive long-term economic mobility in our communities. Skills for Chicago plays a valuable role in bringing employers and job seekers closer together, helping address critical gaps in access and opportunity. At Cariloop we believe that supporting individuals holistically, both in their careers and in their caregiving responsibilities, is essential to creating lasting stability. We're proud to partner with organizations working toward a more inclusive and supportive workforce ecosystem."*



# Gratitude

Thank you for taking the time to read Cariloop's 2025 Impact Report.

We are sincerely thankful to our partners, stakeholders, and community members whose trust and collaboration helped drive meaningful progress this year. Because at the end of the day, impact is not measured in reports alone. It is felt in the lives of the caregivers, families, and communities we have the privilege to support.

As we step into 2026, we remain committed to advancing our mission to support caregivers by listening closely, responding thoughtfully, and showing up in ways that truly matter.

We look forward to continuing this work together. To learn more about our impact or explore opportunities to partner with us, please visit our website.



**Leigha Hooper**  
People Partner

cariloop®

