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REPRESENTATIVE PAGA SETTLEMENT AGREEMENT

This PAGA Settlement Agreement ("Agreement") is made by and between plaintiff Kellie Feuer ("Plaintiff") and defendant Zendesk, Inc. ("Defendant"). The Agreement refers to Plaintiff and Defendant collectively as "Parties," or individually as "Party."

1. DEFINITIONS.

1.1. "Action" means the Plaintiff's PAGA lawsuit seeking PAGA penalties based on alleged Equal Pay Act violations against Defendant, captioned *Kellie Feuer, et al. v. Zendesk, Inc.*, San Francisco County Superior Court, Case No. CGC-22-599855.

1.2. "Administrator" means Phoenix Class Action Administration Solutions ("Phoenix"), the neutral entity the Parties have agreed to appoint to administer the Settlement.

1.3. "Administration Expenses Payment" means the amount the Administrator will be paid from the Gross Settlement Amount to reimburse its reasonable fees and expenses in accordance with the Administrator's "not to exceed" bid submitted to the Court in connection with approval of this Settlement.

1.4. "Aggrieved Employee" means all current and former female California employees that worked for Defendant during the PAGA Period.

1.5. "Aggrieved Employee Data" means Aggrieved Employee identifying information in Defendant's possession including the Aggrieved Employee's name, last-known mailing address, Social Security number, and number of PAGA Pay Periods.

1.6. "Aggrieved Employee Address Search" means the Administrator's investigation and search for current Aggrieved Employee mailing addresses using all reasonably available sources, methods and means including, but not limited to, the National Change of Address database, skip traces, and direct contact by the Administrator with Aggrieved Employees.

1.7. "Approval Order" means the proposed Court Order Granting Approval of PAGA Settlement.

1.8. "Court" means the Superior Court of California, County of San Francisco.

1.9. "Defendant" means named Defendant Zendesk, Inc.

1.10. "Defense Counsel" means Erin Connell and Nicholas Horton of Orrick, Herrington & Sutcliffe LLP.

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1.11. "Enhanced Payment to Plaintiff" means an amount not to exceed $10,000.00 paid to Plaintiff Kellie Feuer for her participation as the PAGA representative and Releases described below, subject to Court approval.

1.12. "Gross Settlement Amount" means $1,500,000.00 which is the total amount Defendant agrees to pay under the Settlement, except as provided in Paragraph 8 below. The Gross Settlement Amount will be used to pay Individual PAGA Payments, the LWDA PAGA Payment, PAGA Counsel Fees Payment, PAGA Counsel Litigation Expenses Payment, and the Administrator's Expenses Payment.

1.13. "Individual PAGA Payment" means the Aggrieved Employee's pro rata share of 25% of the PAGA Penalties calculated according to the number of Pay Periods the Aggrieved Employee worked during the PAGA Period.

1.14. "Judgment" means the judgment entered by the Court based upon the Approval Order.

1.15. "LWDA" means the California Labor and Workforce Development Agency, the agency entitled, under Labor Code section 2699, subd. (i).

1.16. "LWDA PAGA Payment" means the 75% of the PAGA Penalties paid to the LWDA under Labor Code section 2699, subd. (i).

1.17. "Net Settlement Amount" means the Gross Settlement Amount, less the following payments in the amounts approved by the Court: the LWDA PAGA Payment, PAGA Counsel Fees Payment, PAGA Counsel Litigation Expenses Payment, and the Administration Expenses Payment. The remainder is to be paid to Aggrieved Employees as Individual PAGA Payments.

1.18. "PAGA Counsel" means Matthew J. Matern, Joshua D. Boxer, and Irina A. Kirnosova of Matern Law Group, PC, the attorneys representing the Plaintiff and the aggrieved employees in the Action.

1.19. "PAGA Counsel Fees Payment" means not more than 1/3 of the Gross Settlement Amount (which is currently estimated to be $500,000.00), subject to Court approval.

1.20. "PAGA Counsel Litigation Expenses Payment" means reimbursement of actual costs incurred in the Action, which is currently estimated not to exceed $$389,688.88, subject to Court approval.

1.21. "PAGA Pay Period" means any Pay Period during which an Aggrieved Employee worked for Defendant in California for at least one day during the PAGA Period.

1.22. "PAGA Period" means the period from April 15, 2023 through September 7, 2026.

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1.23. "PAGA" means the Private Attorneys General Act (Labor Code §§ 2698. *et seq*.).

1.24. "PAGA Notice" means Plaintiff's January 17, 2024 letter to Defendant and the LWDA providing notice pursuant to Labor Code section 2699.3, subd.(a).

1.25. "PAGA Penalties" means the total amount of money remaining after the PAGA Counsel Fees Payment, PAGA Counsel Litigation Expenses Payment, Administration Expenses Payment, and Enhanced Payment to Plaintiff have been deducted from the Gross Settlement Amount, which will be allocated 25% to the Aggrieved Employees and 75% to LWDA in settlement of PAGA claims.

1.26. "Plaintiff" means Kellie Feuer, the named plaintiff in the Action.

1.27. "Released PAGA Claims" means the claims being released by the Plaintiff and PAGA Counsel and as described in Paragraph 5 below.

1.28. "Released Parties" means: Defendant Zendesk, Inc., and its past and present parents, subsidiaries, affiliates, predecessors, successors, assigns, and its present and former officers, agents, shareholders, fiduciaries, plan administrators, employees, attorneys, insurers, and representatives, in their individual and corporate capacities.

1.29. "Settlement" means the disposition of the Action effected by this Agreement and the Judgment.

2. RECITALS.

2.1. On May 27, 2022, Plaintiff commenced this Action by filing a class action Complaint alleging causes of action against Defendant for (1) violation of California's Equal Pay Act (Cal. Labor Code §§ 1197.5 et seq., 1194.5); and (2) unfair and unlawful business practices (Cal. Bus. & Prof. Code § 17200). On April 15, 2024, Plaintiff filed a Second Amended Complaint adding a cause of action against Defendant for the enforcement of PAGA. The Second Amended Complaint is the "Operative Complaint." On December 18, 2025, the Court denied Plaintiff's motion for class certification. On May 18, 2026, Plaintiff Kellie Feuer executed a settlement agreement resolving all her claims against Defendant except for her PAGA individual and representative claims. On June 17, 2026, Plaintiff dismissed with prejudice her first cause of action alleging violations of California's Equal Pay Act.

2.2. Defendant denies the allegations in the Action, denies any failure to comply with the laws identified in in the Operative Complaint, and denies any and all liability for the causes of action alleged.

2.3. Pursuant to Labor Code section 2699.3, subd.(a), Plaintiff gave timely written notice to Defendant and the LWDA by sending the PAGA Notice.

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2.4. On July 7, 2026, the Parties attended mediation with experienced PAGA mediator, Hon. Angela Bradstreet (Ret.), regarding Plaintiff's individual claims and PAGA claim. That mediation ended in a mediator's proposal, which the Parties accepted and serves as the foundation for this Agreement.

2.5. The Parties, PAGA Counsel, and Defense Counsel represent that they are not aware of any other pending matter or action asserting claims that will be extinguished or affected by the Settlement.

3. MONETARY TERMS.

3.1. Gross Settlement Amount. Except as otherwise provided by Paragraph 8 below, Defendant promises to pay $1,500,000.00 and no more as the Gross Settlement Amount. Defendant has no obligation to pay the Gross Settlement Amount prior to the deadline stated in Paragraph 4.3 of this Agreement. The Administrator will disburse the entire Gross Settlement Amount without asking or requiring Aggrieved Employees to submit any claim as a condition of payment. None of the Gross Settlement Amount will revert to Defendant.

3.2. Payments from the Gross Settlement Amount. The Administrator will make and deduct the following payments from the Gross Settlement Amount, in the amounts specified by the Court in the Approval Order and Judgment:

3.2.1. To PAGA Counsel: Defendant will not oppose requests for Court approval of the PAGA Counsel Fees Payment and PAGA Counsel Litigation Expenses Payments, provided that they do not exceed the amounts defined above. Plaintiff and/or PAGA Counsel will file an application or motion for PAGA Counsel Fees Payment and PAGA Litigation Expenses Payment (either separately or together with the Motion for PAGA Settlement Approval). If the Court approves a PAGA Counsel Fees Payment and/or a PAGA Counsel Litigation Expenses Payment less than the amounts requested, the Administrator will allocate the remainder to the PAGA Penalties. Released Parties shall have no liability to PAGA Counsel or any other Plaintiff's Counsel arising from any claim to any portion of any PAGA Counsel Fee Payment and/or PAGA Counsel Litigation Expenses Payment. The Administrator will pay the PAGA Counsel Fees Payment and PAGA Counsel Expenses Payment using one or more IRS 1099 Forms. PAGA Counsel assumes full responsibility and liability for taxes owed on the PAGA Counsel Fees Payment and the PAGA Counsel Litigation Expenses Payment and holds Defendant harmless, and indemnifies Defendant, from any dispute or controversy regarding any division or sharing of any of these Payments.

3.2.2. To the Administrator: An Administrator Expenses Payment not to exceed $5,950.00 except for a showing of good cause and as approved by the Court. To the extent the Administration Expenses are less or the Court approves payment less than $5,950.00, the Administrator will retain the remainder in the PAGA Penalties.

3.2.3. Enhanced Payment to Plaintiff: A payment to Plaintiff Kellie Feuer not to exceed

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$10,000.00 for her participation in the lawsuit as the PAGA representative and her release. Defendant will not oppose requests for Court approval of this payment provided that it does not exceed $10,000.00. The Administrator will report this payment to Ms. Feuer on IRS 1099 Form.

3.2.4. To the LWDA and Aggrieved Employees: The remaining balance in PAGA Penalties.

3.2.4.1. The Administrator will calculate each Individual PAGA Payment by (a) dividing the amount of the Aggrieved Employees' 25% share of PAGA Penalties by the total number of PAGA Pay Periods worked by all Aggrieved Employees during the PAGA Period and (b) multiplying the result by each Aggrieved Employee's PAGA Pay Periods. Aggrieved Employees assume full responsibility and liability for any taxes owed on their Individual PAGA Payment.

3.2.4.2. The Administrator will report the Individual PAGA Payments on IRS 1099 Forms.

4. SETTLEMENT FUNDING AND PAYMENTS.

4.1. Aggrieved Employee Pay Periods. Based on a review of its records, Defendant estimates there are 635 Aggrieved Employees who worked a total of 32,573 PAGA Pay Periods through July 7, 2026.

4.2. Aggrieved Employee Data. Within fifteen (15) days of the Court approving the Settlement, Defendant will deliver the Aggrieved Employee Data to the Administrator in the form of a Microsoft Excel spreadsheet. To protect Aggrieved Employee' privacy rights, the Administrator must maintain the Aggrieved Employee Data in confidence, use the Aggrieved Employee Data only for purposes of this Settlement and for no other purpose, and restrict access to the Aggrieved Employee Data to Administrator employees who need access to the Aggrieved Employee Data to effect and perform under this Agreement. Defendant has a continuing duty to immediately notify PAGA Counsel if it discovers that the Aggrieved Employee Data omitted employee identifying information and to provide corrected or updated Aggrieved Employee Data as soon as reasonably feasible. Without any extension of the deadline by which Defendant must send the Aggrieved Employee Data to the Administrator, the Parties and their counsel will expeditiously use best efforts, in good faith, to reconstruct or otherwise resolve any issues related to missing or omitted Aggrieved Employee Data.

4.3. Funding of Gross Settlement Amount. Defendant shall deliver the Court-approved Gross Settlement Amount to the Settlement Administrator within twenty (20) calendar days after the Court's order granting approval of the PAGA settlement and judgment becomes final, e.g., the day immediately after the last day by which a Notice of Appeal of Judgment may be timely filed with the California Court of Appeal (the sixty-first calendar day following entry of Judgment) and no such appeal being filed.

4.4. Payments from the Gross Settlement Amount. Within twenty (20) calendar days after Defendant funds the Gross Settlement Amount, the Administrator will mail checks for

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all Individual PAGA Payments, the LWDA PAGA Payment, the Administration Expenses Payment, the Enhanced Payment to Plaintiff, and the PAGA Counsel Fees Payment. Disbursement of the PAGA Counsel Litigation Expenses Payment shall not precede disbursement of Individual PAGA Payments.

4.4.1. The Administrator will issue checks for the Individual PAGA Payments and send them to the Aggrieved Employees via First Class U.S. Mail, postage prepaid. The face of each check shall prominently state the date (not less than 180 days after the date of mailing) when the check will be voided. The Administrator will cancel all checks not cashed by the void date. Before mailing any checks, the Settlement Administrator must update the recipients' mailing addresses using the National Change of Address Database.

4.4.2. The Administrator must conduct an Aggrieved Employee Address Search for all Aggrieved Employees whose checks are returned undelivered without a USPS forwarding address. Within seven (7) days of receiving a returned check, the Administrator must re-mail checks to the USPS forwarding address provided or to an address ascertained through the Aggrieved Employee Address Search. The Administrator need not take further steps to deliver checks to Aggrieved Employees whose re-mailed checks are returned as undelivered. The Administrator shall promptly send a replacement check to any Aggrieved Employee whose original check was lost or misplaced, as requested by the Aggrieved Employee prior to the void date.

4.4.3. For any Aggrieved Employee whose Individual PAGA Payment check is uncashed and cancelled after the void date, the Administrator shall transmit the funds represented by such checks to the California Controller's Unclaimed Property Fund in the name of the Aggrieved Employee.

4.4.4. The payment of Individual PAGA Payments shall not obligate Defendant to confer any additional benefits or make any additional payments to the Aggrieved Employees (such as 401(k) contributions or bonuses) beyond those specified in this Agreement.

5. RELEASES OF CLAIMS. Upon the date Defendant fully funds the Gross Settlement Amount, Plaintiff, the State of California, and all Aggrieved Employees will release Defendant and the Released Parties from all claims for civil penalties under PAGA during the PAGA Period based on the facts that were alleged, or reasonably could have been alleged, in the Operative Complaint and the PAGA Notice ("Released Claims").

6. MOTION OR APPLICATION FOR APPROVAL OF SETTLEMENT.

6.1 Responsibilities of PAGA Counsel. PAGA Counsel is responsible for expeditiously finalizing and filing the application or motion for approval of this Settlement, which will be provided to Defendant's counsel at least five (5) business days prior to filing to allow Defendant's counsel a reasonable opportunity to review and comment on it,

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and, if necessary, obtaining a prompt hearing date for the motion and appearing in Court to advocate in favor of the motion. PAGA Counsel is responsible for delivering the Approval Order to the Administrator.

6.2 Proposed Judgment. Together with the motion for approval, PAGA Counsel will present a proposed Judgment to the Court for its approval and entry in *Kellie Feuer, et al. v. Zendesk, Inc.*, San Francisco County Superior Court, Case No. CGC-22-599855. The proposed judgment will be provided to Defendant's counsel at least five (5) business days prior to filing to allow Defendant's counsel a reasonable opportunity to review and comment on it.

6.3 Duty to Cooperate. If the Parties disagree on any aspect of the proposed application or motion for approval of this Settlement, proposed judgment, and/or the supporting declarations and documents, PAGA Counsel and Defense Counsel will expeditiously work together on behalf of the Parties by meeting in person or by telephone, and in good faith, to resolve the disagreement. If the Court does not grant the motion for approval of this Settlement or conditions its approval on any material change to this Agreement, PAGA Counsel and Defense Counsel will expeditiously work together on behalf of the Parties by meeting in person or by telephone, and in good faith, to modify the Agreement and otherwise satisfy the Court's concerns.

7. SETTLEMENT ADMINISTRATION.

7.1 Selection of Administrator. The Parties have jointly selected Phoenix to serve as the Administrator and verified that, as a condition of appointment, Phoenix agrees to be bound by this Agreement and to perform, as a fiduciary, all duties specified in this Agreement in exchange for payment of Administration Expenses. The Parties and their Counsel represent that they have no interest or relationship, financial or otherwise, with the Administrator other than a professional relationship arising out of prior experiences administering settlements.

7.2 Employer Identification Number. The Administrator shall have and use its own Employer Identification Number for purposes of providing appropriate reports to state and federal tax authorities.

7.3 Qualified Settlement Fund. The Administrator shall establish a settlement fund that meets the requirements of a Qualified Settlement Fund ("QSF") under US Treasury Regulation section 468B-1.

7.4 Administrator Duties. The Administrator has a duty to perform or observe all tasks to be performed or observed by the Administrator contained in this Agreement or otherwise.

8. ESCALATOR CLAUSE. The Gross Settlement Amount was calculated based on the estimate that 635 Aggrieved Employees worked a total of 32,573 PAGA Pay Periods from February 9, 2023 through July 7, 2026. If the total number of PAGA Pay Periods is within 10 percent of 32,573, there will be no adjustment to the Gross Settlement Amount. If the

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total number of PAGA Pay Periods is less than or greater than 32,573 by more than 10% (i.e., if the total PAGA Pay Periods is less than 29,316 or exceeds 35,830), then the Gross Settlement Amount will be adjusted on a pro rata basis. For example, if the total number of PAGA Pay Periods is 12 percent less than 32,573 then the Gross Settlement Amount will be reduced by two percent. Likewise, if the total number of PAGA Pay Periods is 12 percent more than 32,573 then the Gross Settlement Amount will be increased by two percent. Should the Gross Settlement Amount be adjusted under this clause, the PAGA Counsel Fees Payment will be one-third of the adjusted Gross Settlement Amount.

9. CONTINUING JURISDICTION OF THE COURT. The Parties agree that, after entry of Judgment, the Court will retain jurisdiction over the Parties, Action, and the Settlement solely for purposes of (i) enforcing this Agreement and/or Judgment, (ii) addressing settlement administration matters, and (iii) addressing such post-Judgment matters as are permitted by law.

9.1. Waiver of Right to Appeal. Provided the Judgment is consistent with the terms and conditions of this Agreement, the Parties and their respective counsel waive all rights to appeal from the Judgment, including all rights to post-judgment and appellate proceedings, the right to file motions to vacate judgment, motions for new trial, extraordinary writs, and appeals. The waiver of appeal does not include any waiver of the right to oppose such motions, writs, or appeals. If another party appeals the Judgment, the Parties' obligations to perform under this Agreement will be suspended until such time as the appeal is finally resolved and the Judgment becomes final, except as to matters that do not affect the amount of the Net Settlement Amount.

10. ADDITIONAL PROVISIONS.

10.1. No Admission of Liability or Representative Manageability for Other Purposes. This Agreement represents a compromise and settlement of highly disputed claims. Nothing in this Agreement is intended or should be construed as an admission by Defendant that any of the allegations in the Operative Complaint have merit or that Defendant has any liability for any claims asserted; nor should it be intended or construed as an admission by Plaintiff that Defendant's defenses in the Action have merit. The Parties agree that representative treatment is for purposes of this Settlement only. If, for any reason, the Court does not approve this Settlement, Defendant reserves all available defenses to the claims in the Action, and Plaintiff reserves the right to contest Defendant's defenses. The Settlement, this Agreement, and Parties' willingness to settle the Action will have no bearing on, and will not be admissible in connection with, any litigation (except for proceedings to enforce or effectuate the Settlement and this Agreement).

10.2. Integrated Agreement. Upon execution by all Parties and their counsel, this Agreement, together with its attached exhibits, shall constitute the entire agreement between the Parties relating to the Settlement, superseding any and all oral representations, warranties, covenants, or inducements made to or by any Party.

10.3. Attorney Authorization. PAGA Counsel and Defense Counsel separately warrant

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and represent that they are authorized by Plaintiff and Defendant, respectively, to take all appropriate action required or permitted to be taken by such Parties pursuant to this Agreement to effectuate its terms, and to execute any other documents reasonably required to effectuate the terms of this Agreement including any amendments to this Agreement.

10.4. Cooperation. The Parties and their counsel will cooperate with each other and use their best efforts, in good faith, to implement the Settlement by, among other things, modifying the Agreement, submitting supplemental evidence and supplementing points and authorities as requested by the Court. In the event the Parties are unable to agree upon the form or content of any document necessary to implement the Settlement, or on any modification of the Agreement that may become necessary to implement the Settlement, the Parties will seek the assistance of a mediator and/or the Court for resolution.

10.5. No Prior Assignments. The Parties separately represent and warrant that they have not directly or indirectly assigned, transferred, encumbered, or purported to assign, transfer, or encumber to any person or entity and portion of any liability, claim, demand, action, cause of action, or right released and discharged by the Party in this Settlement.

10.6. No Tax Advice. Neither Plaintiff, PAGA Counsel, Defendant nor Defense Counsel are providing any advice regarding taxes or taxability, nor shall anything in this Settlement be relied upon as such within the meaning of United States Treasury Department Circular 230 (31 CFR Part 10, as amended) or otherwise.

10.7. Modification of Agreement. This Agreement, and all parts of it, may be amended, modified, changed, or waived only by an express written instrument signed by all Parties or their representatives, and approved by the Court.

10.8. Agreement Binding on Successors. This Agreement will be binding upon, and inure to the benefit of, the successors of each of the Parties.

10.9. Applicable Law. All terms and conditions of this Agreement and its exhibits will be governed by and interpreted according to the internal laws of the state of California, without regard to conflict of law principles.

10.10. Cooperation in Drafting. The Parties have cooperated in the drafting and preparation of this Agreement. This Agreement will not be construed against any Party on the basis that the Party was the drafter or participated in the drafting.

10.11. No Publicity. Plaintiff and PAGA Counsel agree not to issue a press release or otherwise notify the media about the terms of the Settlement or advertise or market any of the terms of the Settlement through written, recorded, or electronic communications. In addition, PAGA Counsel will not put details about the settlement on their website. However, this will not prevent PAGA Counsel from undertaking required submissions and disclosures that are required to obtain approval of the

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Settlement, including but not limited to, submission of the Settlement to the LWDA in conformity with the PAGA statute.

10.12. Confidentiality. To the extent permitted by law, all agreements made, or orders entered, during the course of this Action that relate to the confidentiality of information shall survive the execution of this Agreement.

10.13. Use and Return of Aggrieved Employee Data. Information provided to PAGA Counsel pursuant to Cal. Evid. Code §1152, and all copies and summaries of the PAGA Data provided to PAGA Counsel by Defendant in connection with the mediation, other settlement negotiations, or in connection with the Settlement, may be used only with respect to this Settlement, and no other purpose, and may not be used in any way that violates any existing contractual agreement, statute, or rule of court. Not later than 90 days after the Administrator discharges its obligation to pay out of all Settlement funds, Plaintiff shall destroy all paper and electronic versions of Aggrieved Employee Data received from Defendant.

10.14. Headings. The descriptive heading of any section or paragraph of this Agreement is inserted for convenience of reference only and does not constitute a part of this Agreement.

10.15. Calendar Days. Unless otherwise noted, all reference to "days" in this Agreement shall be to calendar days. In the event any date or deadline set forth in this Agreement falls on a weekend or federal legal holiday, such date or deadline shall be on the first business day thereafter.

10.16. Notice. All notices, demands, or other communications between the Parties in connection with this Agreement will be in writing and deemed to have been duly given as of the third business day after mailing by United States mail, or the day sent by email or messenger, addressed as follows:

To Plaintiff:
Matern Law Group, PC
Matthew J. Matern
Joshua D. Boxer
Irina A. Kirnosova
2101 E. El Segundo Boulevard, Suite 403
El Segundo, California 90245

To Defendant:
Orrick, Herrington & Sutcliffe, LLP
Erin Connell
Nicholas Horton
The Orrick Building
405 Howard Street
San Francisco, California 94105-2669

10.17. Execution in Counterparts. This Agreement may be executed in one or more

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counterparts by facsimile, electronically (i.e. DocuSign), or email which for purposes of this Agreement shall be accepted as an original. All executed counterparts and each of them will be deemed to be one and the same instrument if counsel for the Parties will exchange between themselves signed counterparts. Any executed counterpart will be admissible in evidence to prove the existence and contents of this Agreement.

10.18. Stay of Litigation. The Parties agree that upon the execution of this Agreement the litigation shall be stayed, except to effectuate the terms of this Agreement.

Kellie Feuer (Aug 21, 2026 21:31:54 EDT) — 8/21/2026

Plaintiff Kellie Feuer — Date:

August 21, 2026

Joshua Boxer
Counsel for Plaintiff — Date:

DocuSigned by:
Shana Simmons
27135892C86E4FB... — August 25, 2026

Defendant Zendesk, Inc.
Shana Simmons
Chief Legal Officer — Date:

August 28, 2026

Erin Connell
Counsel for Defendant — Date: