



**Five9, Inc.**  
**Policy with Respect to**  
**Stockholder Communications with the Board of Directors**  
**(As Re-Adopted by the Board of Directors on March 16, 2020)**

Five9, Inc. (“**Five9**”) encourages stockholder communications with the Board of Directors (the “**Board**”). Any stockholder communications with the Board may be submitted either via postal mail or email.

**Communications with the Board**

Postal Mail

Postal mail submissions should be directed to the following address:

The Board of Directors  
c/o Corporate Secretary  
Five9, Inc.  
Bishop Ranch 8  
4000 Executive Parkway, Suite 400  
San Ramon, CA 94583

Email

Stockholders may also communicate with the Board by submitting an email to the Board at [stockholdercommunication@five9.com](mailto:stockholdercommunication@five9.com). Email submitted to this email address will be relayed to all directors according to the procedures for handling communications to the Board detailed below.

Accompanying information

All communications submitted shall include the nature of the stockholder’s interest in Five9 (including share ownership) and contact information for the individual submitting the communication (including address, telephone and email address, as applicable).

**Communications Intended for Non-Employee Directors**

Communications that are intended specifically for non-employee directors should be sent to the postal or email address above to the attention of the Chair of the Nominating and Governance Committee with a note that the communication is intended specifically for non-employee directors.

**Procedures for Handling Communications to the Board**

The Board has designated the Corporate Secretary of Five9 as its agent to receive and review communications addressed to the Board, any Board committee or any director, except for those communications intended specifically for non-employee directors that are directed to the Chair of the

Nominating and Governance Committee in accordance with the immediately preceding section. The Corporate Secretary may communicate with the sender for necessary clarification.

The Corporate Secretary will not forward to the Board, any Board committee or any director communications that are not related to the duties and responsibilities of the Board, including, without limitation, spam, junk mail, advertisements, mass mailings, solicitations, job inquiries and opinion survey polls. Further, the Corporate Secretary will not communicate any offensive, inappropriate or otherwise irrelevant communications to the Board. The Corporate Secretary will maintain a log of any such communications not shared with the Board, which any director may review upon request, except that such log will not contain any spam, junk mail, advertisements, mass mailings, solicitations or similar information and only non-employee directors will be permitted to review any communications intended only for non-employee directors. The Corporate Secretary will share all proper communications with the Board, the appropriate Board committee or the appropriate director(s) on at least a quarterly basis.