



# BUILD YOUR CAREER WITH COSTCO HEARING AID CENTER

NOW HIRING LICENSED HEARING AID PROFESSIONALS







# BE PART OF SOMETHING EXCEPTIONAL.

Dear Hearing Professional,

Thank you for your interest in exploring career opportunities available at Costco Hearing Aid Centers. We are confident that we will be able to offer you more than just a job; we offer a future with an exceptional company that has 848 warehouses worldwide and growing.

We provide the highest level of premium technology hearing instruments and professional services at low warehouse prices to our members. Our value and quality guarantee ensures that Costco Hearing Aid Center services are in high demand. And, with more than 121 million members, you will be able to help more people find solutions for improved hearing than you ever imagined!

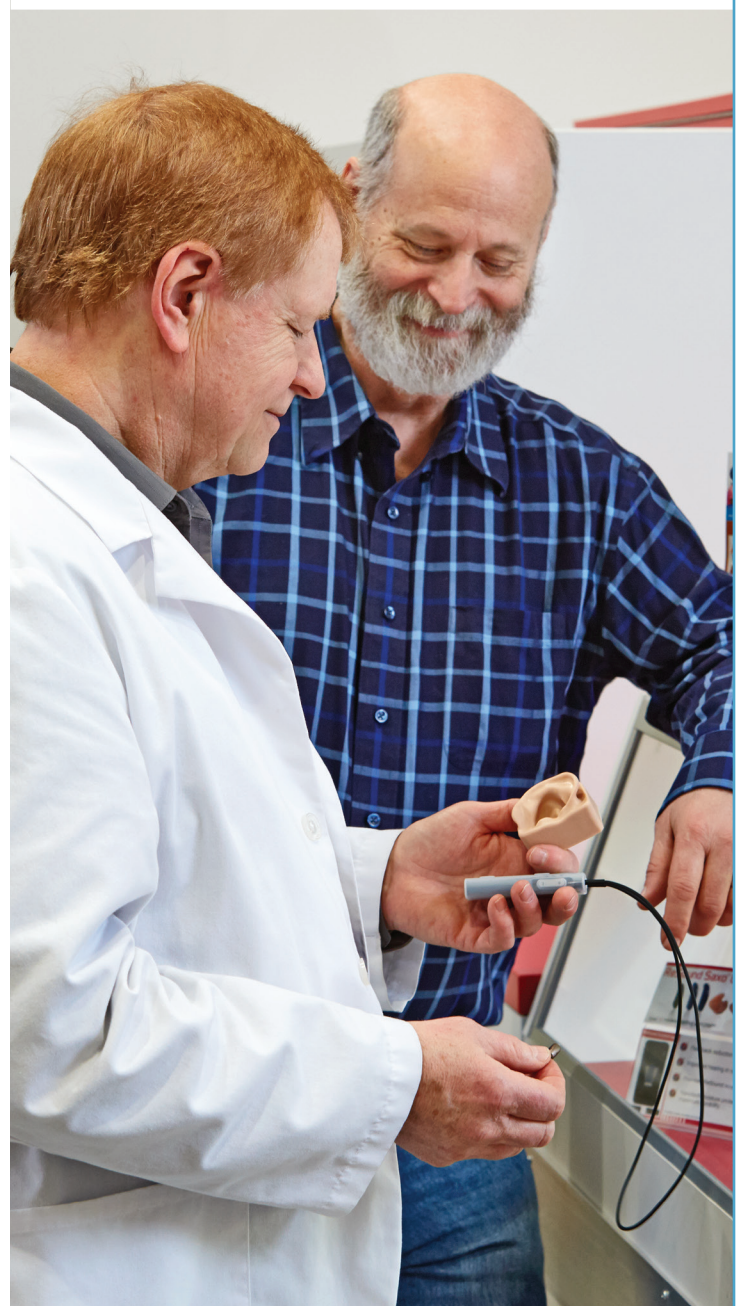
We are committed to being the best in every area of our business. It is our goal to promote from within the company, giving our employees the opportunity to grow with us. We are known for our phenomenal benefits and standard of overall company excellence.

We welcome those who share this philosophy of achieving excellence and taking pride in their work to consider Costco Hearing Aid Centers.

Sincerely,

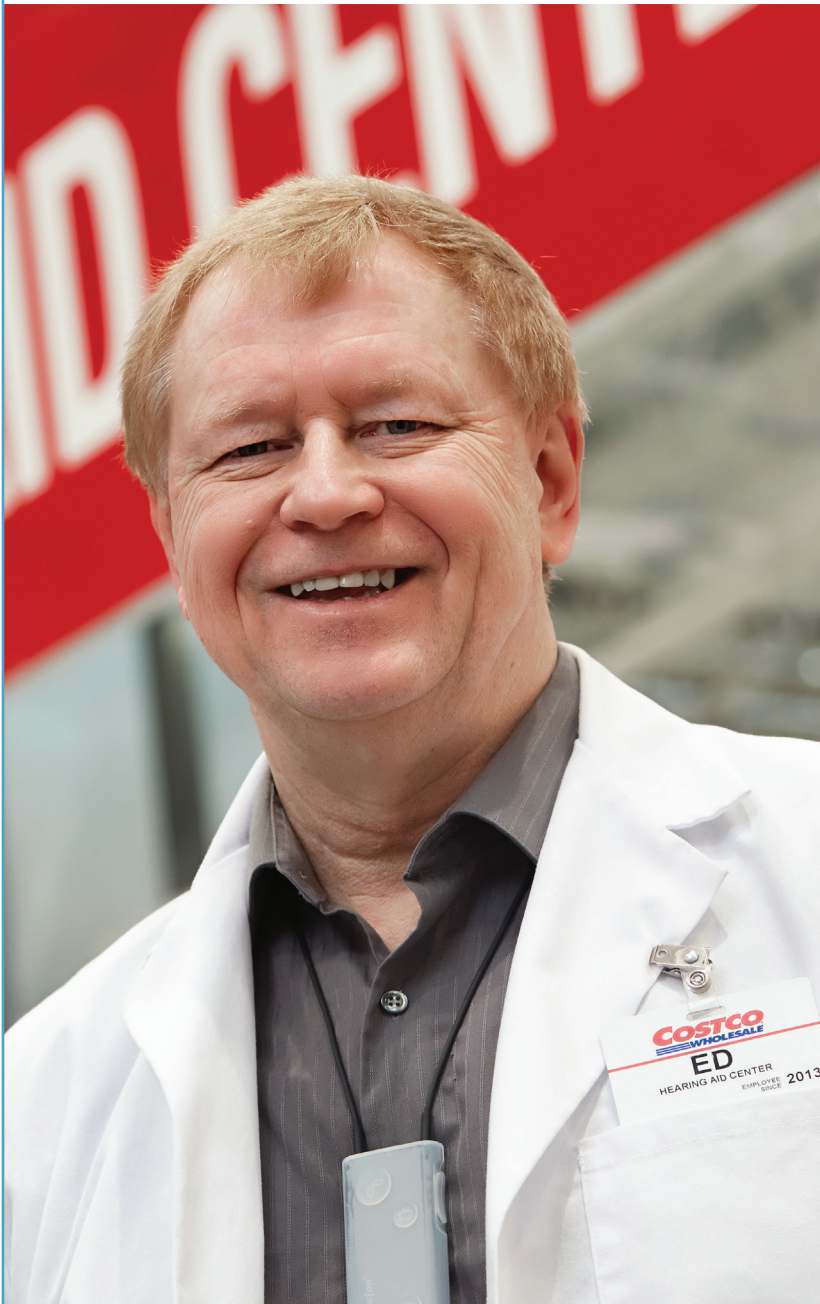
A handwritten signature in blue ink that reads "Tammy L. Miller".

Tammy L. Miller  
Director of Training  
Costco Hearing Aid Centers





# WHY COSTCO



## COMPANY PROFILE

Costco was founded more than 40 years ago and today has more than 121 million members. It is known for providing members with quality goods and services at low warehouse prices, and offers a workplace that is focused on ethics and obeying the law.

Costco is a \$223 billion international retailer with more than 840 warehouses in 14 countries. We are one of the largest retailers in the world, and a Fortune 25 company. The company is headquartered in Issaquah, Washington, and is traded on the NASDAQ exchange under the symbol: COST.

## COSTCO HEARING AID CENTERS

Costco has more than 760 Hearing Aid Centers worldwide, including 559 in the U.S. We are expanding and seeking highly skilled, qualified staff. Costco has been recognized as a leader in the marketplace and is dedicated to quality in every area of our business. Additionally, we are respected for our outstanding business ethics, including how we care for our employees. In fact, Fortune magazine named us one of the most admired companies in the world in 2023. Costco wants to provide every employee a career, not just a job. We believe our employees are Costco's most valuable assets!



# WHY COSTCO

## PROFESSIONAL SETTING

Despite our large size, we continue to provide a friendly and professional atmosphere where hearing professionals can have a practice setting that is very rewarding. Many of our staff remain with us long term because they are proud of our company's ethics and they realize that as a dispensing professional at Costco, there is an opportunity to help a greater number of people with their hearing loss than in most traditional offices. Not only do we stand behind our products, but also we are equally focused on delivering outstanding service to each and every member we serve. We strive toward a higher standard and require comprehensive testing and fitting protocols in all our facilities to ensure positive results.

## TECHNOLOGICAL ADVANTAGE

Costco provides our Hearing Aid Center professionals with premium level technology, and the flexibility to choose instruments, accessories, and programming options that best fit our members' needs. Each office is equipped with computerized audiometry, real-ear probe microphone measurement tools, a hearing instrument analyzer system, video otoscopes, sound field speakers, COSI and APHAB questionnaires, speech-in-noise testing, and more. State-of-the-art computer systems also help efficiently manage the workload and share files to ensure that our staff can focus on what's most important.





# BENEFITS & INCENTIVES



## BENEFITS AND INCENTIVES FOR AUDIOLOGISTS AND DISPENSERS

**COMPETITIVE WAGES** – Costco prides itself on taking care of its employees by providing them with competitive wages and benefits. We value each and every one of our employees and follow the philosophy that if we hire good people, give them good jobs and pay them good wages, good things will happen. We believe that our employees are the reason why our company is as successful as it is today.

**PAID VACATIONS** – Vacation hours are based on an average workweek with full-time and part-time employees receiving the following based on paid hours: after one year, one week (up to 40 hours); after two years, two weeks (up to 80 hours); after five years, three weeks (up to 120 hours); after 10 years, four weeks (up to 160 hours); and after 15 years, five weeks (up to 200 hours).

**PAID HOLIDAYS** – In addition to paid vacations, Costco is closed on all major holidays. After a 90-day probationary period, full-time and part-time employees receive holiday pay for eight holidays: New Year's Day, Martin Luther King Day, Easter, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and Christmas Day.



# BENEFITS & INCENTIVES

**COSTCO HAS GREAT BENEFITS** – The well-being of our employees and their family members is the highest priority for Costco. For that reason, we ensure that you, your spouse/ domestic partner and dependent children have access to health care resources and benefit programs that help you get the right care, at the right time and at an affordable price. The benefit programs available are focused on helping you achieve and maintain physical, emotional and financial well-being.

**BENEFITS ELIGIBILITY REQUIREMENTS** – Employees are eligible for all benefits summarized on this page after they satisfy the benefits eligibility waiting period.

The waiting period is:

- Full-time and part-time hourly employees – first day of the month following 60 days of service from the date of hire
- Salaried employees, full-time pharmacists and full-time senior hearing aid specialists – first day of the month following the date of hire

**MEDICAL PLANS** – The medical plans are designed to cover the majority of medically necessary services and procedures at little cost to you. The amount you pay (payroll contributions, deductible, coinsurance and copays) is low and affordable. All preventive care, such as certain cancer screenings, routine physical exams and most immunizations, are covered at 100%.

**DENTAL PLANS** – Employees and dependents enrolled in the medical plan are given the option to enroll in dental coverage. The dental plans provide coverage for preventive, basic and major dental services, in addition to an orthodontia allowance. Routine exams and cleanings are covered at 100%.

**PHARMACY COVERAGE** – Employees and dependents enrolled in the medical plan automatically receive prescription drug coverage at no additional cost. The plan covers most medically necessary prescribed drugs with a copay as low as \$3 (\$0 for certain over-the-counter medications).

**VISION BENEFIT** – Employees and dependents enrolled in the medical plan are automatically enrolled in the vision benefit at no additional cost. The benefit includes an annual allowance to help cover routine eye exams and prescription eyewear.

**HEARING AID BENEFIT** – Costco's medical plan includes coverage for hearing aids. The benefit provides up to \$1,750 toward the purchase of prescription hearing aids, once every four years.

**401(K) PLAN** – Created to help employees save for a comfortable retirement, employees can make pretax and/ or Roth contributions of up to 50% of pay, and Costco will match 50% of the first \$1,000 each year. Once employees complete one year of service, Costco makes an annual company contribution starting at 4% of compensation and increasing to 9% as years of service increase. Employees receive this contribution even if they choose not to invest their own money. Union employees receive different contributions depending on their Collective Bargaining Agreement.

**PRETAX REIMBURSEMENT ACCOUNTS** – Reimbursement accounts are available for employees enrolled in the medical plan to set aside a portion of their payroll earnings on a pretax basis to help pay for eligible health care and dependent care expenses. They are referred to as Health Care Reimbursement Account and Dependent Care Assistance Plan. Also, a Commuter Benefits Plan, available to all employees, allows employees to set aside pretax payroll earnings for eligible expenses to commute to and from work.





# BENEFITS & INCENTIVES



**RESOURCES FOR LIVING** – All employees, household members and dependent children up to age 26 are eligible for Resources For Living (RFL) services. RFL is the place to start when you need mental health care or help with everyday life, including relationship support, stress management, work-life balance, family issues, grief and loss, depression, anxiety, substance misuse, self-esteem, and personal development. RFL also includes six free counseling sessions per year and access to many work-life support services, such as child and elder care search, and 30-minute consultations for legal, financial and identity theft matters.

**VOLUNTARY SHORT-TERM DISABILITY** – Where disability coverage isn't mandated by the state, all hourly employees are automatically enrolled in voluntary short-term disability (VSTD) insurance effective the first day of the month after 60 days of service. VSTD provides a tax-free income replacement benefit up to 65% and 180 days in the event an employee is unable to work due to a non-work-related accident, illness or pregnancy.

**LONG-TERM DISABILITY** – Employees enrolled in the medical plan are automatically enrolled in long-term disability (LTD) coverage at no cost to them. LTD

provides an income replacement benefit up to 60% in the event an employee is unable to work for more than 26 weeks due to a non-work-related accident or illness.

**LIFE INSURANCE** – Employees enrolled in the medical plan are automatically enrolled in company paid life insurance and accidental death and dismemberment insurance. The coverage amount is based on years of service, base wages, and whether an employee is full-time or part-time. Employees may also elect to purchase supplemental coverage for themselves, spouses/domestic partners or dependent children.

**EMPLOYEE STOCK PURCHASE PLAN** – Employees age 18 and older are eligible to participate in the Employee Stock Purchase Plan, effective on their hire date. Participation allows employees to purchase the company's common stock through regular payroll deductions. Fees and commissions for these purchases are fully paid by Costco.

**ADOPTION ASSISTANCE** – Employees with one year of service and who are eligible to enroll in the medical plan have access to an adoption assistance benefit to reimburse for qualified adoption expenses up to \$5,000.



# BENEFITS & INCENTIVES

## **FREE COSTCO MEMBERSHIP –**

On your hire date, full-time and part-time employees will receive a Business Membership at no charge, which includes a free Household Card. After 90 days of employment, you and your spouse or domestic partner are upgraded to an Executive Membership and also are allowed two additional membership cards for free. Your Costco Executive Membership is renewed annually free of charge while you are employed at Costco and includes an annual 2% Reward (up to \$1,000) on qualified Costco and Costco.com purchases. Terms, conditions and exclusions apply. See the membership counter for details.

## **EMPLOYEE ASSISTANCE**

**PROGRAMS** – Costco provides free-of-charge assistance with personal concerns for you and your family members. The Care Network is a confidential, free resource program that is completely separate from Costco, and is available to you and your family from the very first day of employment. Care Network counselors are dedicated to Costco employees and trained to help you resolve personal, work or family challenges. They can provide guidance, information, and/or referrals to local service providers, including lawyers, debt resolution services, and mental health professionals, to help you address a number of different needs.

## **LICENSE FEE AND CONTINUING EDUCATION REIMBURSEMENT –**

Costco will reimburse full-time and part-time dispensers and audiologists for license fees for the state where you are employed. Continuing education fees are reimbursed up to \$30 per credit hour, limited to your state's annual minimum requirement.





# HEARING AID CENTERS

## HELP COSTCO MEMBERS ENJOY THE SOUNDS OF LIFE.

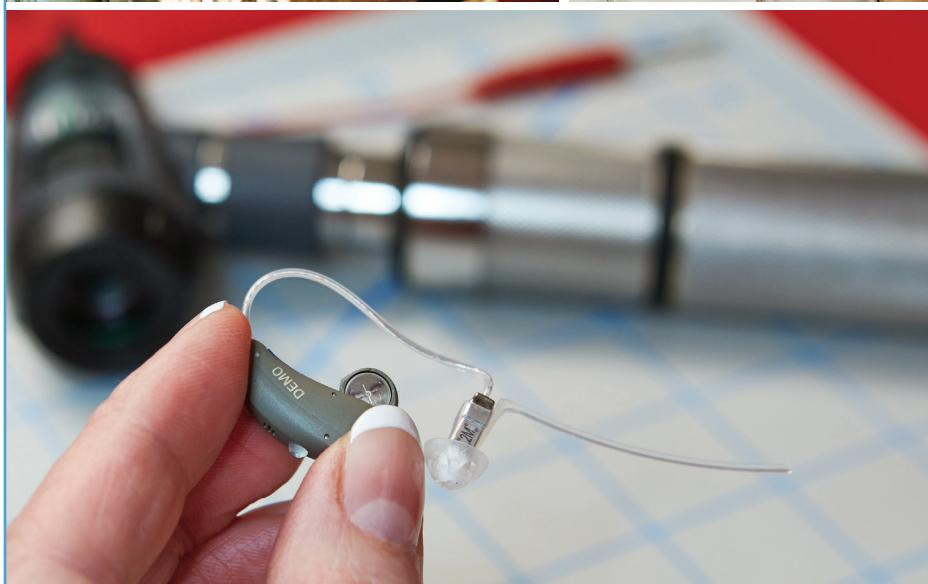
Our Hearing Aid Center staff focuses on fitting the very best hearing aids for our members' hearing loss and lifestyle.

Included with every Costco hearing aid purchase:

- Free hearing tests\*
- Free follow-up appointments
- Free loss and damage coverage\*\* (with no deductible)
- Free warranty\*\*

\* Test to determine if hearing loss can be helped by hearing aids.

\*\* Period varies by model.





# NEXT STEPS

## NEXT STEPS

Costco Hearing Aid Centers can offer you a rewarding career in a dynamic retail environment. Whether you are an experienced dispensing audiologist or a licensed hearing aid dispenser looking to start your career, Costco Hearing Aid Centers can meet your professional needs.

## APPLY

Take these steps to join the Costco Hearing Aid Center team:

1. Log on to Costco.com and apply online.
2. Email your resume to Tammy Miller and the appropriate regional supervisor. (See next page for contact information.)

Costco is an equal employment opportunity employer and a drug- and alcohol-free workplace.





# CONTACT LIST

## United States

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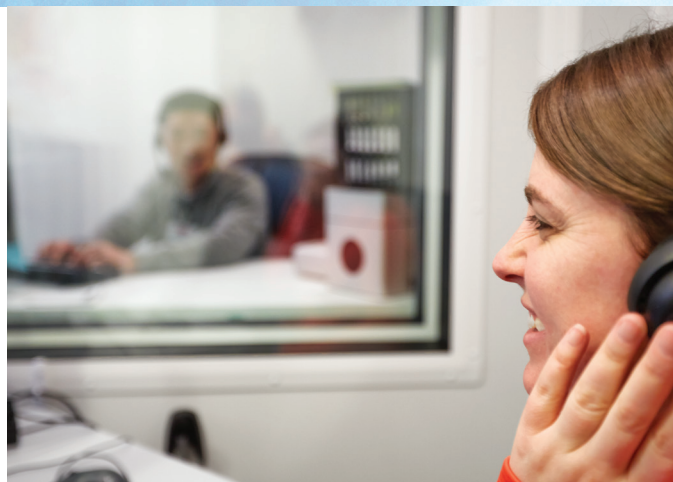
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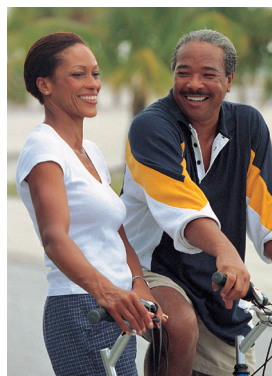
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