

Klarna.

Klarna Inc., 800 N. High Street, Floor 4, Suite 04-121, Columbus, Ohio, 43215

October 23, 2023

BY EMAIL

Ohio Department of Jobs and Family Services
Rapid Response Program Administrator
Attn: Breeyn Handberg
Email: rapdresp@jfs.ohio.gov

Andrew Ginther
Mayor, City of Columbus
Email: mayorsoffice@columbus.gov

John O'Grady
President, Franklin County Board of Commissioners
Email: ANNIERYZNAR@FRANKLINCOUNTYOHIO.GOV

Received October 23, 2023 @10:00am

Re: *Worker Adjustment and Retraining Notification (WARN) Notice for Klarna, Inc., 800 N High Street, Columbus, Ohio 43215*

Dear Government Officials:

This letter is notice that Klarna, Inc. (the "Company") is outsourcing its Customer Service, Partner Operations & Product, User Account & Fraud Prevention, and AML & CTF functions (the "Functions"), which will result in employment separations at the Company's facility located at 800 N High Street, Columbus, Ohio 43215. As a consequence, 102 employees who provide services in the Functions will be involuntarily separated, including 95 employees who work at the Columbus facility and seven employees who work outside of Columbus, Ohio. The separations are expected to occur on December 23, 2023 (or in the 14-day period following that date).

Although the planned layoffs are expected to be permanent, the Company anticipates that impacted employees will be offered employment at the vendor to which the Functions are being outsourced. The entire facility will not be closed because employees outside of the Functions will continue working for the Company at the facility. No union represents the affected employees, and there are no "bumping rights" for the affected employees.

A list of the job titles of the positions to be affected by this action, and the number of affected employees within each job classification, as well as the anticipated schedule of separation dates is available at the facility.

The information contained in this letter is based on the best information available to the Company at this time. If you have any questions or need additional information, please contact Barnabas Town, People Advisory, at barney.town@klarna.com or 614-965-9232. If there is any change in this information, we will update you as soon as practicable.

Very truly yours,

Barney Town

Barnabas Town