BANFIELD CLIENT EXPERIENCE SWEEPSTAKES
2026 OFFICIAL RULES

NO PURCHASE OR PAYMENT OF ANY KIND IS NECESSARY TO ENTER OR WIN.
A PURCHASE WILL NOT INCREASE YOUR CHANCES OF WINNING.

1. ELIGIBILITY: Open to legal residents of the 50 United States and the District of Columbia ("U.S.") who are 18 years of age or older at time of entry. Employees, officers and directors of Medical Management International, Inc. ("Banfield" or the "Sponsor"), any Banfield pet hospital, the Banfield Charitable Trust, their respective parent companies, affiliates (including PetSmart, Inc.), and subsidiaries, Sponsor's advertising and promotion agencies, and the immediate family members (spouses, siblings, children, parents, grandparents, grandchildren and spouses of the foregoing, regardless of where they live) or members of the same households (whether related or not) of such individuals are not eligible. Subject to all applicable federal, state and local laws and regulations. Void where prohibited.

2. TO ENTER: The Banfield Client Experience Sweepstakes (the "Sweepstakes") begins at 12:01 AM Mountain Time ("MT") on January 1, 2026, and ends at 11:59 PM MT on December 31, 2026 (the "Sweepstakes Period"), and consists of four separate "Entry Periods", as follows:

Entry Period Begins	Entry Period Ends	Random Drawing
1/1/2026	3/31/2026	4/10/2026
4/1/2026	6/30/2026	7/10/2026
7/1/2026	9/30/2026	10/9/2026
10/1/2026	12/31/2026	1/11/2027

Enter online: Access the survey entry page via the website printed on invoices distributed at participating Banfield pet hospitals during the Sweepstakes Period. You will be asked to respond to several questions regarding your most recent experience at Banfield, and to provide the survey code printed on the invoice and all other information requested. Online entries must be received by Sponsor by 11:59 PM MT on the last day of an Entry Period to be entered in the Sweepstakes and to be eligible for the random drawing applicable to that Entry Period.

Enter by mail: Hand print your name, complete address, telephone number and age on a piece of paper, place it in an envelope, and mail to: Banfield Client Experience 2026 Sweepstakes Entry, c/o PMI, PO Box 172, Newtown, CT 06470-0172 to be included in the random drawing for a particular Entry Period, mail-in entries must be postmarked by the last day of the Entry Period and received no later than the eighth day following the close of the Entry Period.

There is no limit to the number of times you may enter online or by mail. However, each online entry must have a different survey code, and each mail-in entry must be mailed separately in a separate outer envelope.

3. RANDOM DRAWINGS/PRIZES/ODDS OF WINNING: On or about each of the Random Drawing dates listed in Section 2 above, Promotion Mechanics, Inc., an independent judging organization (the "Administrator"), will conduct a random drawing from among all eligible entries received for the specified Entry Period to award one (1) prize consisting of $2,000 cash to be awarded in the form of a check. The potential winners will be notified by telephone and/or email and will be required to complete an affidavit of eligibility, liability and (where legal) publicity release which must be returned within the time period specified in the notification letter. If such documents are not returned within the specified time period, then at Sponsor's sole discretion, a potential winner may be disqualified and an alternate potential winner selected. Potential winners who stand to receive prizes valued at $2,000 or more will also be required to return a properly completed IRS W-9 form or similar applicable taxpayer form within the time period

specified, and such winners will receive an IRS Form 1099 issued in their name for the actual value of prizes received. If a potential winner is 18 or older, as is required for entry, but not of the age of majority in his or her state of residence, the prize will be awarded in the name of a parent or legal guardian who will be required to sign all necessary affidavits and releases. Return of any prize notification or prize as undeliverable may result in forfeiture of the prize, in Sponsor's sole discretion. No prize transfer or substitution by winner is allowed.

Entries for any given Entry Period will not be entered or otherwise included in any other Entry Period's drawing. Odds of winning will be determined by the number of eligible entries received for each Entry Period.

4. GENERAL: All taxes on the prizes are the sole responsibility of winners. By participating, entrants agree: [a] to abide by and be bound by these rules and decisions of Sponsor and Administrator which shall be final in all respects relating to the sweepstakes, including without limitation the interpretation of these rules; [b] to release, discharge and hold harmless Sponsor, the Banfield Charitable Trust, Administrator, their respective parent companies, subsidiaries, affiliates (including PetSmart, Inc.) and agents, including advertising agencies and promotional agencies, together with the employees, officers, directors, and shareholders of the foregoing, and any other individual or company involved in the development or execution of the Sweepstakes (aforementioned individuals and organizations collectively, the "Released Parties") from any and all injuries, liability, losses, damages, rights, claims and actions of any kind resulting from their participation in the Sweepstakes or their acceptance, use or misuse of a prize; and [c] if a winner, to the use of his/her name, city, state, likeness, image, and/or voice for purposes of advertising, promotion, and publicity in any and all media now or hereafter known, throughout the world in perpetuity, without additional compensation, notification, permission, or approval. Entries which contain false information, are incomplete, inaccurate or are otherwise forged, defective, or made outside authorized channels, including those which have failed due to malfunction or failure of phones, phone lines, telephone systems or networks, server, providers, computer equipment, software or any combination thereof of any kind, any human error or otherwise, shall be void. Released Parties are not responsible and shall not be liable for: [a] telephone, electronic, hardware or software program, network, Internet or computer malfunctions, failures, or difficulties of any kind, including without limitation, server malfunction or by any error (human or otherwise) which may occur in the processing of entries; [b] failed, incomplete, garbled or delayed computer transmissions; [c] entries which are late, misdirected, unintelligible, garbled or incomplete, or are not recorded or cannot be completed for any reason; [d] late, lost, misdirected, mutilated, incomplete, illegible or postage-due entries or mail; or [e] any condition caused by events that may cause the Sweepstakes to be disrupted or corrupted. If, for any reason whatsoever, this Sweepstakes, in Sponsor's sole opinion, is not capable of running as planned, including, but not limited to, by reason of infection by computer virus, tampering, fraud, technical failures, or any other cause which, in the Sponsor's sole judgment, corrupts or affects the administration, security, fairness, integrity or proper conduct of this Sweepstakes, Sponsor reserves the right at its sole discretion to cancel, terminate, modify or suspend this Sweepstakes and limit entries to those legitimately submitted prior to the action taken, and/or to award the prizes in such a manner as may be deemed fair and equitable by Sponsor in its sole discretion. No more than the stated number of prizes will be awarded. If due to a printing, technical or other error, or any other reason, more than the stated number of prizes, as set forth in these Official Rules, are available and/or claimed, Sponsor reserves the right to award only the stated number of prizes (not yet awarded) by a random drawing from among all legitimate eligible prize claimants in that category. In the event of a dispute regarding the identity of the person submitting an entry, the entry will be deemed to be submitted by the "authorized account holder" associated with any given telephone number or email address, who must comply with these Official Rules. Potential winners may be required to provide evidence (to the Sponsor's satisfaction) that they are the authorized account holder of the telephone number or email address associated with a winning entry. The authorized account holder is defined as the natural person who is assigned to a telephone number by a telephone service provider, or the natural person who is assigned to an email address by an Internet Access Provider, online service provider, or other organization (e.g. business or educational

institution) that is responsible for assigning email addresses for the domain associated with the submitted email address. Sponsor reserves the right at its sole discretion to disqualify any individual it finds to be tampering with the entry process or the operation of the Sweepstakes or any website associated therewith; to be acting in violation of these Official Rules; or to be acting in an unsportsmanlike or disruptive manner, or with intent to annoy, abuse, threaten or harass any other person. CAUTION: ANY ATTEMPT BY A PARTICIPANT TO DELIBERATELY DAMAGE ANY WEB SITE OR UNDERMINE THE LEGITIMATE OPERATION OF THE SWEEPSTAKES MAY BE A VIOLATION OF CRIMINAL AND CIVIL LAWS AND SHOULD SUCH AN ATTEMPT BE MADE, SPONSOR RESERVES THE RIGHT TO SEEK DAMAGES FROM ANY SUCH PERSON TO THE FULLEST EXTENT PERMITTED BY LAW. All entries become property of Sponsor. By participating in this Sweepstakes, entrants agree to waive any right to claim ambiguity or any deficiency in these Official Rules or the Sweepstakes, including its administration. When terms such as "may" are used in these Official Rules, the Sponsor has sole and absolute discretion. For a copy of these Official Rules, mail a self-addressed stamped envelope to be received by December 31, 2026, to: Banfield Client Experience 2026 Sweepstakes Rules, c/o PMI, PO Box 172, Newtown, CT 06470-0172. Additionally, a copy of these rules will be made available at www.Banfield-Listens.com and at all participating Banfield pet hospitals, it being expressly understood that the Sponsor, in the sole exercise of its discretion, shall be entitled to limit, and intends to limit, the number of participating locations from time to time.

5. DISPUTES/GOVERNING LAW: By participating, each participant agrees that: (a) any and all disputes, claims, and causes of action arising out of or connected with the Sweepstakes, or any prize awarded, must be resolved individually, without resort to any form of class action, and solely and exclusively in the applicable state or federal court located in or nearest to Vancouver, Washington, and each participant submits to sole and exclusive personal jurisdiction to said courts in the State of Washington for any such dispute and irrevocably waives any and all rights to object to such jurisdiction; (b) any and all claims, judgments, and awards shall be limited to actual out-of-pocket costs incurred, including costs associated with participating in the Sweepstakes but in no event attorneys' fees; (c) under no circumstances will a participant be permitted to obtain any award for, and participant hereby waives all rights to claim punitive, incidental and consequential damages and any other damages, other than for actual out-of-pocket expenses, and any and all rights to have damages multiplied or otherwise increased; and (d) a participant's remedies are limited to a claim for money damages (if any) and participants irrevocably waive any right to seek injunctive or equitable relief. Some jurisdictions do not allow for limitations on the ability to pursue class action remedies, or certain kinds of damages, and so these limitations may not apply to you. All issues and questions concerning the construction, validity, interpretation and enforceability of these Official Rules or the rights and obligations of a participant or the Released Parties in connection with the Sweepstakes shall be governed by, and construed in accordance with, the laws of the State of Washington without giving effect to any choice of law or conflict of law rules (whether of the State of Washington or any other jurisdiction), which would cause the application of the laws of any jurisdiction other than the State of Washington.

6. COLLECTION AND USE OF PERSONAL INFORMATION: By entering the Sweepstakes, entrants agree and consent to the collection, use and retention of their personal information provided in their entries and/or prize claims, by Sponsor and its designees, for all purposes related to the Sweepstakes (including, without limitation, processing and administering entries or prize claims, sharing an entrant's personal information with Sponsor's service providers, contractors, prizing partners, etc. as necessary to conduct and operate the Sweepstakes, communicating with and awarding prizes to winners, making public announcements about winners, and advertising, promoting and publicizing the Sweepstakes), as well as in accordance with Sponsor's Privacy Policy published at https://www.mars.com/privacy, provided that in the event of any conflict between these Official Rules and such Privacy Policy, the terms and conditions of these Official Rules shall prevail. Please review Sponsor's Privacy Policy before participating. If you object to anything stated in these Official Rules or Sponsor's Privacy Policy, do not participate in the Sweepstakes.

7. WINNER LIST: To request a list of winners, mail a self-addressed, stamped envelope to be received by March 31, 2027, to: Banfield Client Experience 2026 Sweepstakes Winner List, c/o PMI, PO Box 172, Newtown, CT 06470-0172. You will receive the winner list after all prize winners have been verified.

Sponsor: Medical Management International, Inc., 18101 SE 6th Way, Vancouver, WA 98683
Administrator: Promotion Mechanics, Inc., 22 Bayview Avenue, Suite 85, Stonington, CT 06378