

SUMMARY ANNUAL REPORT FOR SALESFORCE.COM HEALTH AND WELFARE PLAN

This is a summary of the annual report of the Salesforce.com Health and Welfare Plan (Employer Identification Number 94-3320693, Plan Number 501) for the plan year 01/01/2018 through 12/31/2018. The annual report has been filed with the Employee Benefits Security Administration, as required under the Employee Retirement Income Security Act of 1974 (ERISA).

Salesforce.Com, Inc. has committed itself to pay certain health, flexible spending account, vision, prescription drug, dental and temporary disability claims incurred under the terms of the plan.

Insurance Information

The plan has insurance contracts with Federal Insurance Company, Concern EAP, Kaiser Foundation Health Plan Inc., Kaiser Foundation Health Plan of the Northwest, Prudential Insurance Company of America, Standard Insurance Company, Cigna Health and Life Insurance Company, and Hawaii Medical Service Association to pay certain business travel accident, employee assistance program, health, prescription drug, life insurance, accidental death and dismemberment, long-term disability, dental, and medical benefits abroad claims incurred under the terms of the plan. The total premiums paid for the plan year ending 12/31/2018 were \$42,661,728.

Because they are so called "experience-rated" contracts, the premium costs are affected by, among other things, the number and size of claims. Of the total insurance premiums paid for the plan year ending 12/31/2018, the premiums paid under such "experience-rated" contracts were \$11,019,644 and the total of all benefit claims paid under these experience-rated contracts during the plan year was \$16,937,023.

Your Rights to Additional Information

You have the right to receive a copy of the full annual report, or any part thereof, on request. The items listed below are included in that report:

1. Insurance information, including sales commissions paid by insurance carriers.

To obtain a copy of the full annual report, or any part thereof, write or call Salesforce.Com, Inc., the plan administrator, at Salesforce Tower, 415 Mission Street, San Francisco, CA 94105 and phone number, 800-667-6389.

You also have the legally protected right to examine the annual report at the main office of the plan: Salesforce Tower, 415 Mission Street, San Francisco, CA 94105, and at the U.S. Department of Labor in Washington, D.C., or to obtain a copy from the U.S. Department of Labor upon payment of copying costs. Requests to the Department should be addressed to: Public Disclosure Room, Room N-1513, Employee Benefits Security Administration, U.S. Department of Labor, 200 Constitution Avenue, N.W., Washington, D.C. 20210.