



Maplebear Inc. d/b/a Instacart
50 Beale Street, Suite 600
San Francisco, CA 94105

May 5, 2025

Senator Jesse Bjorkman
Alaska State Senate
Alaska State Capitol, Rm 427
Juneau, AK 99801

RE: Senate Bill 35: Committee Follow-Up

Dear Chairman Bjorkman and members of the Senate Labor and Commerce Committee:

On behalf of Instacart, I am writing to thank you for the hearing held for Senate Bill 35 in the Senate Labor and Commerce Committee and the engaging dialogue on this legislation. Instacart fully supports Senate Bill 35, which seeks to preserve access to the independent and flexible earnings opportunities that shoppers on the Instacart platform consistently say they want. It also provides the same access to earnings that rideshare drivers have received since 2017 within the state of Alaska.

Instacart is the leading grocery technology company in North America, reaching over 98% of households across the US, including 95% in Alaska. We are proud to offer access to flexible earning opportunities for the more than 1,600 Alaskans who choose to earn income on the Instacart platform. Shoppers – the individuals who pick, pack, and deliver orders — are often caretakers, parents, students, or retirees seeking alternatives to traditional employment or ways to supplement other income. Across the United States, over 80% of shoppers say they choose to shop on Instacart because of the independence it provides. Nationally, including in Alaska, the vast majority of people who earn through our platform shop less than 10 hours a week, on average. Shoppers have the freedom to choose when, where, and for how long they work, without any set schedule, minimum commitment, or obligation.

To answer some of the questions raised during the hearing, shopper pay is calculated on a per order basis and reflects the total expected effort it takes to complete that order, ensuring fair compensation for shoppers on every order. A number of factors are considered including travel to the store and to the customer, quantity and weight of items, and expected time needed to shop the order. Importantly, 100% of customer tips go directly to the shopper and is in addition to the amount paid by Instacart. Shoppers are always provided key information about an order, including the amount of pay, before accepting it. As it relates to the question about shoppers on public assistance programs, Instacart does not track nor do we have access to if shoppers sign up for EBT/SNAP or Medicaid benefits.

Since 2019, Instacart provides U.S. full-service shoppers with occupational accident insurance, known as Shopper Injury Protection, at no cost to the Shopper. This insurance automatically covers medical expenses (up to \$1 million), disability payments, and survivor's benefits for eligible dependents if a shopper is injured while shopping or delivering with Instacart. Enrollment is automatic, with no premiums, deductibles, or co-pays. Instacart believes this protection is crucial for shoppers in the event of an accident. Shoppers can easily file claims by phone or online via information accessible within the Shopper app. Instacart does not view these claims directly; all claims are sent directly to the insurance company for review.



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I hope this further explanation will be beneficial as the Committee evaluates support for Senate Bill 35, aimed at cultivating a just and equal landscape for Alaska's app-based workers. We appreciate your consideration and strongly encourage a yes vote.

Sincerely,

Jessica Lynam

Jessica Lynam
Government Affairs, Western U.S.