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To: LP-Global  
From: People Team

Subject LivePerson x SoundHound: Employee Journey Updates

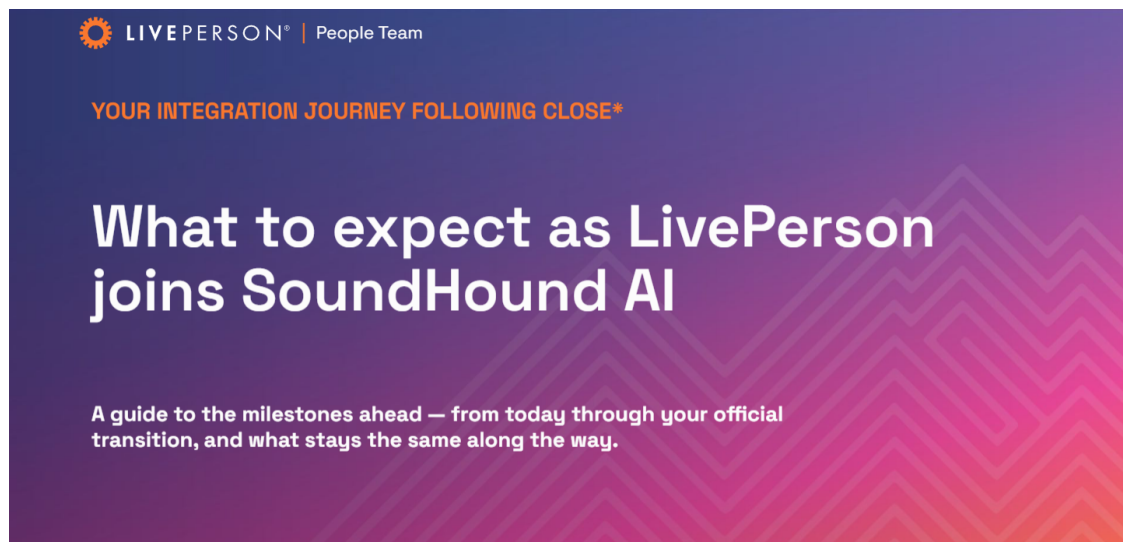
We're pleased to share additional details about what LivePerson employees can expect as we approach the anticipated close of the transaction with SoundHound here.

Developed in partnership with the SoundHound team, this guide outlines key employee milestones from now through the planned transition.

Many details are still being finalized, and our respective teams are working closely to confirm the remaining steps. We will continue to share updates as more information becomes available. Please note that all dates and timing referenced in the deck are contingent on deal closure.

You can continue to submit questions through the Employee Question Form and access internal and external communications about the pending transaction on the LivePerson x SoundHound internal site.

Thank you for your continued patience as we work to support a smooth employee experience and prepare for this next chapter.



## Until the deal closes

### > INTENT TO ACQUIRE ANNOUNCED

April 2026 *(Completed)*

SoundHound and LivePerson publicly shared intent to combine

### > ONGOING STEPS TOWARD CLOSE

April through closing

Continue operating as two separate companies

**NOTHING CHANGES FOR YOU YET**

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## Once the deal closes — integration officially begins

### DEAL CLOSE

#### **YOU STAY ON LIVEPERSON PAYROLL & BENEFITS Through December 31, 2026**

Your pay, health benefits, and primary systems continue while integration work gets underway behind the scenes. Please do not expect an offer letter when the deal closes.

#### **TRANSITION TO SOUNDHOUND PAYROLL & SYSTEMS Starting January 1, 2027\***

US employees officially move to SoundHound on this date.

\*International timing varies by local payroll calendar and/or local practices.

THROUGH END OF DECEMBER 2026

## Getting ready to become one company

- **EVERYONE COMES TOGETHER**  
Upon Deal Close | **COMBINED ALL HANDS**  
Leadership shares the vision, integration priorities, and what's ahead over 1–3 days of sessions.
- **TEAMS START WORKING TOGETHER AS ONE COMPANY**  
Post-close | **EARLY INTEGRATION**  
Leaders and teams across both companies partner to learn from each other and kick off integration work together.
- **SYSTEMS ACCESS SETUP**  
Post-close | **IT ONBOARDING BEGINS**  
Signing SoundHound's conduct and IP agreements required before full system access on January 1, 2027. LivePerson Slack access and some comms channels provided in the first 45 days. Device details follow as plans firm up.
- **US HEALTH BENEFITS ENROLLMENT OPENS**  
By November 2026 | **ACTION REQUIRED**  
A special enrollment event to elect SoundHound health plans effective January 1. Comparison materials and broker support provided.
- **YOUR ROLE GETS MAPPED**  
Target by end of Q4 2026 | **ROLE & ORG**  
Title, level, and reporting line confirmed by your manager and relevant role details will be shared. Some teams may align earlier or later as part of key business integration efforts.
- **ONBOARD TO SOUNDHOUND**  
Target by end of Q4 2026 | **ACTION REQUIRED**  
Review your role change details (where applicable); For US employees, complete your profile, direct deposit, and payroll elections in UKG before December 31.

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# Welcome to SoundHound AI

OFFICIAL EMPLOYMENT TRANSITION IN THE US • JANUARY 1, 2027\*

#### PAYROLL

On Soundhound  
payroll

#### US BENEFITS

Active from January  
1, 2027

#### SYSTEMS

Full access granted

#### ONE COMPANY

One community

\*International employees in some countries may transition on a later date aligned to local payroll calendars and/or local practices. Details will be shared country by country.

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JANUARY TO JUNE 2027

## Support doesn't stop at the finish line

➤ **INTEGRATION PULSE SURVEY**

February 2027 | ~45 DAYS IN

A short check-in on how the transition is going for you. Results go straight to leadership for review and action planning.

➤ **SOUNDHOUND PULSE CHECK**

April-May 2027 | 1H 2027

You'll join the same company-wide pulse survey completed by every SoundHound employee — your voice counts equally from day one.

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WE'RE HERE TO HELP

## Questions along the way? Reach out anytime.

**PEOPLE TEAM**

Your first stop for  
benefits, payroll, and  
role questions.

**INTEGRATIONS FAQ**

Updated regularly as  
new questions come in  
from the team.

**YOUR MANAGER**

Best positioned to talk  
through what this  
means for your  
day-to-day.

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## **Forward-Looking Statements**

This document contains "forward-looking statements" within the meaning of the U.S. federal securities laws about the expectations, beliefs, plans, intentions, prospects, financial results and strategies relating to SoundHound AI's proposed acquisition of LivePerson. Such forward-looking statements include, among others, statements regarding the timing of filing the definitive proxy/prospectus and timing of LivePerson's special meeting, obtaining regulatory approvals, the timing of closing of the proposed acquisition, and the parties' expectations, intentions, strategies, assumptions or beliefs about future events, results of operations or performance or that do not solely relate to historical or current facts. Forward-looking statements are predictions, projections and other statements about future events or conditions that are based on current expectations and assumptions and, as a result, are subject to risks and uncertainties. Many factors could cause actual future events to differ materially from the forward-looking statements in this communication, including: (1) the occurrence of any event, change, or other circumstance that could give rise to the right of one or both of the parties to terminate the definitive merger agreement between LivePerson and SoundHound; (2) the possibility that the transaction does not close when expected or at all due to the failure to satisfy all of the conditions to closing on a timely basis or at all, including the failure to obtain the required shareholder approvals or to consummate the notes restructuring transactions contemplated by the Notes Restructuring Agreement; (3) the risk that the benefits from the transaction may not be fully realized or may take longer to realize than expected, including as a result of changes in, or problems arising from, general economic and market conditions, interest and exchange rates, monetary policy, trade policy (including tariff levels), laws and regulations and their enforcement, and the degree of competition in the geographic and business areas in which LivePerson and SoundHound operate; (4) any failure to promptly and effectively integrate the businesses of LivePerson and SoundHound; (5) the possibility that the transaction may be more expensive to complete than anticipated, including as a result of unexpected factors or events; (6) reputational risk and potential adverse reactions of LivePerson's or SoundHound's customers, employees or other business partners, including those resulting from the announcement, pendency or completion of the transaction; (7) the diversion of management's attention and time to the transaction from ongoing business operations and opportunities; and (8) the outcome of any legal proceedings that may be instituted against LivePerson or SoundHound or in connection with the transaction. Further information on factors that could affect the forward-looking statements and expectations above are contained in the filings that LivePerson and/or SoundHound AI have filed, or that will be filed, with the U.S. Securities and Exchange Commission (the "SEC"), including as set forth in the Form S-4 and the proxy statement/prospectus contained therein, as well as the documents incorporated by reference therein.

All forward-looking statements are expressly qualified in their entirety by the cautionary statements set forth above. Forward-looking statements speak only as of the date they are made, and LivePerson does not undertake or assume any obligation to update publicly any of these statements to reflect actual results, new information or future events, changes in assumptions, or changes in other factors affecting forward-looking statements, except to the extent required by applicable law.

## **No Offer or Solicitation**

This communication is not intended to be, and shall not constitute, an offer to sell, buy or exchange or the solicitation of an offer to sell, buy or exchange any securities, or a solicitation of any vote or approval, nor shall there be any sale of securities in any jurisdiction in which such offer, solicitation or sale would be unlawful prior to registration or qualification under the securities laws of any such jurisdiction. No offering of securities shall be made except by means of a prospectus meeting the requirements of Section 10 of the Securities Act.

## **Additional Information and Where to Find It**

In connection with the proposed transaction, SoundHound AI has filed with the U.S. Securities and Exchange Commission (the “SEC”) a registration statement on Form S-4 (the “Form S-4”) that includes a definitive proxy statement of LivePerson and that constitutes a prospectus of SoundHound AI with respect to the shares of the SoundHound AI common stock to be issued in the proposed transaction, dated July 9, 2026 (the “proxy statement/prospectus”). The proxy statement/prospectus was filed with the SEC on July 9, 2026 by LivePerson, and the mailing of the proxy statement/prospectus to LivePerson’s stockholders began on or about the same date. Each of SoundHound AI and LivePerson may also file other relevant documents with the SEC regarding the proposed transaction.

This communication is not a substitute for the Form S-4, the proxy statement/prospectus or any other document that SoundHound AI or LivePerson has filed, or may file, with the SEC in connection with the proposed transaction. INVESTORS AND SECURITY HOLDERS OF SOUNDBOUND AI AND LIVEPERSON ARE URGED TO READ THE FORM S-4, THE PROXY STATEMENT/PROSPECTUS AND ANY OTHER RELEVANT DOCUMENTS FILED WITH THE SEC, AS WELL AS ANY AMENDMENTS OR SUPPLEMENTS TO THOSE DOCUMENTS, CAREFULLY IN THEIR ENTIRETY IF AND WHEN THEY BECOME AVAILABLE BECAUSE THEY WILL CONTAIN IMPORTANT INFORMATION ABOUT THE PROPOSED TRANSACTION. Investors and security holders will be able to obtain copies of these documents (if and when available), as well as other filings containing information about SoundHound AI and LivePerson, free of charge on the SEC’s website at [www.sec.gov](http://www.sec.gov). Copies of the documents filed with, or furnished to, the SEC by the Company will be available free of charge on SoundHound AI’s website at <https://investors.soundhound.com/financial-information/sec-filings>. Copies of the documents filed with, or furnished to, the SEC by LivePerson will be available free of charge on LivePerson’s website at <https://ir.liveperson.com/financial-information/sec-filings>. The information included on, or accessible through, SoundHound AI’s or LivePerson’s website is not incorporated by reference into this communication.

## **Participants in the Solicitation**

SoundHound, LivePerson and their respective directors and executive officers may be deemed to be participants in the solicitation of proxies with respect to the proposed transaction under the rules of the SEC. Information about the directors and executive officers of SoundHound, including a description of their direct or indirect interests, by security holdings or otherwise, is set forth in SoundHound’s definitive proxy statement for its 2026 annual meeting of stockholders under the heading “Proposal 1 – Election of Directors”, which was filed with the SEC on April 9, 2026 and is available at <https://www.sec.gov/ix?doc=/Archives/edgar/data/0001840856/000121390026041978/ea0285618-01.htm>. Information about the directors and executive officers of LivePerson and their ownership of LivePerson equity interests can be found in the section entitled “Interests of LivePerson Directors and Executive Officers in the Mergers” and “Owners and Management of LivePerson” included in the proxy/prospectus, which was filed with the SEC on July 9, 2026 and is available at <https://www.sec.gov/Archives/edgar/data/1102993/000121390026076759/ea0297465-01.htm>. Further information about the directors and executive officers of LivePerson may be found in its amendment to its Annual Report on Form 10-K for the year ended December 31, 2025 under the headings “Directors, Executive Officers and Corporate Governance,” “Executive Compensation,” “Security Ownership of Certain Beneficial Owners and Management and Related Stockholder Matters” and is available at: <https://www.sec.gov/ix?doc=/Archives/edgar/data/0001102993/000110299326000020/lpsn-20251231.htm>; in the Form 3 and Form 4 statements of beneficial ownership and statements of changes in beneficial ownership filed with the SEC by LivePerson’s directors and executive officers; and in other documents filed by LivePerson with the SEC. Additional information regarding the interests of the participants in the solicitation of proxies will be included in other relevant materials to be filed with the SEC if and when they become available. You should read the Form S-4 and the proxy statement/prospectus carefully before making any voting or investment decisions. You may obtain free copies of these documents using the sources indicated above.