

ZENDESK, INC.

SECURITYHOLDER COMMUNICATION POLICY

The Board of Directors (the “**Board**”) of Zendesk, Inc. (the “**Company**”) provides to the Company’s securityholders and other interested parties the ability to communicate with the Board, as a whole, and with individual directors on the Board through an established process for securityholder communication (as that term is defined by the rules of the Securities and Exchange Commission) (“**Securityholder Communication**”) as follows:

- For a Securityholder Communication directed to the Board as a whole, securityholders and other interested parties may send such communication to the attention of the Company’s Secretary at secretary@zendesk.com or via U.S. Mail or Expedited Delivery Service to the address listed below:

Zendesk, Inc.
989 Market Street, Suite 300
San Francisco, CA 94103 USA
Attn: Board of Directors c/o Secretary

- For a Securityholder Communication directed to an individual director in his or her capacity as a member of the Board, securityholders and other interested parties may send such communication to the attention of the individual director at secretary@zendesk.com or via U.S. Mail or Expedited Delivery Service:

Zendesk, Inc.
989 Market Street, Suite 300
San Francisco, CA 94103 USA
Attn: **[Name of Individual Director]** c/o Secretary

The Company's Secretary shall review all incoming Security Communications and forward such communications to the appropriate member(s) of the Board. The Company’s Secretary will generally not forward communications that are unrelated to the duties and responsibilities of the Board, including communications that the Company’s Secretary determines to be primarily commercial in nature, product complaints or inquires, and materials that are patently offensive or otherwise inappropriate.

Proposals submitted by securityholders to be included in the Company’s annual proxy statement, pursuant to Rule 14a-8, and director nominations, pursuant to Rule 14a-11, of the Securities Exchange Act of 1934, as amended (and related communications) will not be viewed as a Securityholder Communication.

ADOPTED: April 2014