



## CAT® CUSTOMER VALUE AGREEMENT (CVA) FREQUENTLY ASKED QUESTIONS

General	<p><b>Q. What is the Cat Customer Value Agreement (CVA)?</b></p> <p><b>A.</b> The Cat CVA is a packaged offering containing planned maintenance parts, Equipment Protection Plan (EPP) and digital services sold through Cat Financial Aftermarket Solutions (CFAS) to help maintain good condition throughout the life of the machine. The Cat CVA covers your recommended planned maintenance parts and services according to Operation Maintenance Manual (OMM) guidelines. The Cat CVA product is portable across the Cat dealer network and eligible for redemption amongst all participating Caterpillar dealers (regional and legal exclusions apply).</p> <p><b>Q. What terms are available for the Cat CVA?</b></p> <p><b>A.</b> The terms available for the Cat CVA are 36-months at 500, 1000 and 1500 annual hour options and 60-months offerings at 500 and 1000 annual hour options. All service intervals are 500 hours for these offerings. The term expires when the length of time (measured in months) or the machine hour usage is reached, whichever comes first.</p> <p><b>Q. What industry and products are eligible for the Cat CVA?</b></p> <p><b>A.</b> Currently, compact construction equipment and building construction products are eligible. A complete list of all eligible models can be found on the website below:</p> <p><a href="https://www.catfinancial.com/en_US/resources/customer-value-agreement.html">https://www.catfinancial.com/en_US/resources/customer-value-agreement.html</a></p> <p><b>Q. What parts and services are provided by the Cat CVA?</b></p> <p><b>A.</b> The Cat CVA covers basic consumable items such as filters and elements in the planned maintenance kit. A complete list of eligible parts and services can be found on the website below:</p>
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	<p><a href="https://www.catfinancial.com/en_US/resources/customer-value-agreement.html">https://www.catfinancial.com/en_US/resources/customer-value-agreement.html</a></p> <p><b>Q. What parts and services are not included in the Cat CVA planned maintenance kit?</b></p> <p><b>A.</b> Hoses, clamps, bulbs, nuts, bolts, wiper blades and other consumables such as make up fluids are not included. Any recommended filters or components outside of the covered service intervals are not included. Instructions on how to service the machine. TA-1 inspections and SOS bottles are not included. Each dealer will have the flexibility to add their desired number of SOS bottles at their own discretion. (dealer and customer). A complete list of exclusions can be found in Schedule 2 of the Cat CVA contract agreement.</p>
Payments	<p><b>Q. How do I pay for my Cat CVA?</b></p> <p><b>A.</b> You will pay for the Cat CVA in monthly payments along with your machine financing payments to Cat Financial. For questions regarding payment options, please contact your local dealer.</p>
Monitoring and Notification	<p><b>Q. How will I know when I am approaching a scheduled Cat CVA planned maintenance interval?</b></p> <p><b>A.</b> CFAS will monitor the equipment and notify you via email, with a copy to the dealer, that you are ready for the next Cat CVA parts interval (NOTE: CFAS' ability to monitor is contingent on you maintaining an active Product Link).</p> <p><b>Q. When will CFAS submit the notification to me?</b></p> <p><b>A.</b> CFAS will submit the email notification, with copy to the dealer, once your machine's reporting hours are within 50 hours of their upcoming</p>



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	<p>service interval. (NOTE: CFAS' ability to monitor is contingent on you maintaining an active Product Link).</p>
Scheduling	<p><b>Q. How will I schedule the delivery of my Cat CVA parts?</b></p> <p><b>A.</b> The scheduling process will be at the discretion of the dealer prompted by the notification email. The dealer will coordinate with you through one of the parts fulfillment examples listed below.</p>
Parts Fulfillment	<p><b>Q. How will the dealer deliver the parts to me?</b></p> <p><b>A.</b> The parts fulfillment process will be determined by you and the dealer. Examples of how the dealer can dispatch the parts include:</p> <ul style="list-style-type: none"><li>• Shipping parts directly to you at no additional cost</li><li>• Dealer delivers parts directly to you (NOTE: Dealer may charge an additional fee)</li><li>• Notifying you that parts are ready for pickup</li><li>• Dealer dispatches parts through a drop box (NOTE: Dealer may charge an additional fee)</li></ul>
Equipment Protection Plan (EPP)	<p><b>Q. What is EPP?</b></p> <p><b>A.</b> EPP provides dealer reimbursement for parts and/or labor for covered defects in Cat material and manufacturer workmanship. Repairs must be completed at a Cat authorized dealer. The coverage term for the New Machine EPP starts from the product delivery date and includes the standard machine warranty. Coverage under the EPP Program does not change the standard machine warranty. Refer to the Cat CVA contract and the EPP section of the link below:</p> <p><a href="https://www.catfinancial.com/en_US/resources/customer-value-agreement.html">https://www.catfinancial.com/en_US/resources/customer-value-agreement.html</a></p>



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### **Q. What coverage levels are available for EPP in the Cat CVA?**

**A.** EPP Powertrain + Hydraulics + Technology (P+H+T)— offered for a variety of year/hour combinations.

### **Q. What is covered under EPP (P+H+T)?**

**A.** Certain Powertrain + Hydraulic components with additional COMPACT, GRADE, PAYLOAD, and LINK technology components added. EPP covers only the repair or replacement of the failed component (must be a component on the coverage list) and any resultant damaged parts caused by defects in materials or manufacturer workmanship. See the Cat CVA contract and the EPP section of the link below for the full coverage details.

[https://www.catfinancial.com/en\\_US/resources/customer-value-agreement.html](https://www.catfinancial.com/en_US/resources/customer-value-agreement.html)

### **Q. What are some examples of exclusions under EPP (P+H+T)?**

**A.** Examples include: Failures caused by normal wear-out or improper or abusive use of the machine. Lubricating oil, antifreeze, filters, consumables and other maintenance items replaced during the covered component repair (unless such items are rendered unusable due to resultant damage by a covered component failure). Freight charges for parts shipments. Travel time and mileage involved in getting to a jobsite. Hauling, retrieval, equipment rental or overtime labor costs. See the Cat CVA contract and the EPP section of the link below for a complete list of exclusions and more information.

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### **Q. Where are my EPP Customer Responsibilities located?**



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	<p><b>A.</b> Located within the linked document in the EPP section of the link below, under the heading “Customer Responsibilities”.</p> <p><a href="https://www.catfinancial.com/en_US/resources/customer-value-agreement.html">https://www.catfinancial.com/en_US/resources/customer-value-agreement.html</a></p> <p><b>Q. Is EPP only for new machines?</b></p> <p><b>A.</b> Yes, within the Cat CVA, the EPP offering is only for new machines.</p> <p><b>Q. Where do I go to find out more information on EPP?</b></p> <p><b>A.</b> Contact a representative from CFAS, Caterpillar Financial Insurances Services (CFIS), or the local dealer.</p> <p><b>Q. When does the EPP end?</b></p> <p><b>A.</b> EPP ends when the length of time (measured in months) or the machine hour usage is reached, whichever comes first.</p>
Digital Services	<p><b>Q. Where can Cat Daily be accessed?</b></p> <p><b>A.</b> Cat Daily can be accessed through my.cat.com.</p> <p><b>Q. How long does the Cat Daily subscription last?</b></p> <p><b>A.</b> Cat Daily will remain as an operating feature with the machine for seven years even if the Cat CVA is canceled.</p>
Transferability	<p><b>Q. Can I transfer my Cat CVA to a new owner?</b></p> <p><b>A.</b> The Cat CVA is attached to the machine serial number and is transferrable to a new owner. The Cat CVA is eligible to be transferred</p>



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	<p>during the active coverage period. Transfer requests must be submitted to <a href="mailto:CFAS@cat.com">CFAS@cat.com</a> for review. Regional and legal restrictions apply. Please contact your dealer for more information regarding regional restrictions.</p>
Labor	<p><b>Q. Is labor included for the preventative maintenance parts in the Cat CVA?</b></p> <p><b>A.</b> Currently, labor is not included.</p>
Cancellation	<p><b>Q. Can I cancel the Cat CVA agreement?</b></p> <p><b>A.</b> Yes, there is no fee to cancel the Cat CVA within 30 days of the start of the agreement if no Cat CVA benefit has been provided; however, there may be finance processing fees associated with the early payoff of the financing of the Cat CVA. After 30 days of the Cat CVA start date, or if a benefit (parts or labor) has been provided, the Cat CVA refund is pro-rata reimbursed, returning unused benefit less a 10% restocking fee.</p>
Cancellation Notice	<p><b>Q. How do I provide notice to cancel the Cat CVA?</b></p> <p><b>A.</b> Cancellation requests should be submitted by emailing <a href="mailto:CFAS@cat.com">CFAS@cat.com</a> or calling 1-800-651-0567, ext. 4220.</p>
Parts Return Policy	<p><b>Q. Can I return parts from a Cat CVA service interval parts kits for a refund or credit?</b></p> <p><b>A.</b> No. You receive the full parts kit designated at your specified service interval and these parts are not eligible for a refund or credit from CFAS.</p>