<div align="center"><u>Frequently Asked Questions (FAQ's)</u></div>

1. Who can all avail this benefit?

All S&M and Production (Regular)Employees can avail the benefits of the Health Check-Up.

2. Can I take my dependents for Health Check-Up as well?

Yes. The dependents can be added through the ADD Beneficiary tab available in the portal and once added you can schedule the appointments for them by making payment through an onlinepayment gateway provided.

3. How can I initiate a request for a Medical Checkup?

To initiate a request, you will need to log in to the MediBuddy Portal / App and follow the belowsteps:

Steps for Online Process Flow:
- Visit: https://www.medibuddy.in/
- Click on Login
- Click on I have a Corporate Account
- Enter Mobile followed with OTP
- Link your Corporate Account
- Username: Official email id followed with OTP
- Click on lab Test
- Click on Sponsored Annual Health check tab

Steps for Offline Booking Process Flow:
- Call 999-999-1555.
- Mention you're a Caterpillar employee.
- Provide your employee ID for verification.
- Choose your preferred location and time slot.
- Receive confirmation via Email/SMS/WhatsApp.

4. How early do I have to raise an appointment request?

The appointment request should be raised at least 3 working days before the appointment date. However, it is advisable to raise the request a week in advance as appointment may be confirmedsubject to availability of slots at the specified medical centers.

Are any documents required to undergo Health Checkup via MediBuddy?

- You are required to carry the following documents:
    • Appointment confirmation letter (Available in your Email or the Track Your Orders section)
    • Government issued Photo ID Card (Aadhar Card / Passport etc)

5. Can an appointment be rescheduled?

- Yes
    • Select the Profile icon on the top-right corner
    • Select Track orders
    • Select Re-schedule

6. Can an appointment be cancelled?

- Yes
    • Select the Profile icon on the top-right corner
    • Select Track orders
    • Select Cancel

7. What is the turnaround time for confirming the appointment confirmation?

You will receive the appointment confirmation E-Mail within 24 working hours of raising the request for appointment. However, in case of appointments which are requested a week or more in advance, the confirmation will be sent 48 hours prior to the date of Health Checkup.

8. When will I receive my Health Checkup reports?

Your Health Checkup report shall be available for download within 24-48 hours.<u>Steps to download report</u>:

- • Select the Profile icon on the top-right corner
- • Select Track orders
- • Select Download Report

The health check-up report can also be collected directly from the diagnostic center or the hospital onthe next day. The readiness of the reports can be confirmed directly by the diagnostic centers or the hospitals itself to ensure that you do not have wait.

9. What are the precautions that need to be followed before going for the HealthCheck-Up?

Below things are mandatory and need to be carried at the time of going for the HealthCheck-Up: Complete over-night Fasting of 10-12 hrs. (You may have only water during the fasting period.)

- • It is advisable that the appointments are scheduled between 8:00 am to 9:00 am.
- • Government issued Photo ID Card (Aadhar Card / Passport etc) has to be mandatorily carried to avail the Health Check-Up
- • A copy of the appointment confirmation letter should also be carried at the time of Health Checkup.

10. How long it will take to complete the medical check-up?

- • Medical Health Checks take around 3-4 hours to complete and hence it is requested that you plan your day accordingly. During weekends there may be a further delay in completing the entire health checkup. It may take 4-5 hours for the completion of the health checkup procedure.

11. How to link or unlink account?

- • Click on Profile tab and then click on Manage your Corporate and Insurance accounts and select Link or Unlink account and proceed further.

12. How can I raise a grievance?

You can reach out to our customer support team on 999-999-1555 or you can mail your grievance to hello@medibuddy.in