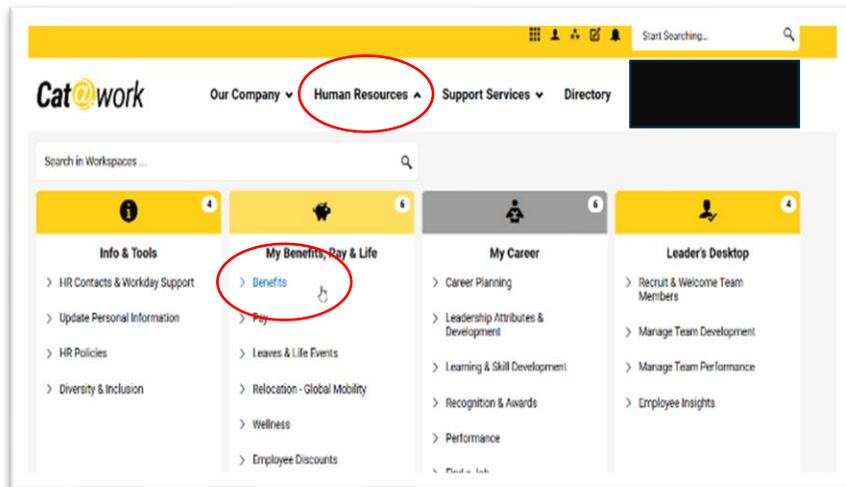




Congratulations on your upcoming retirement!

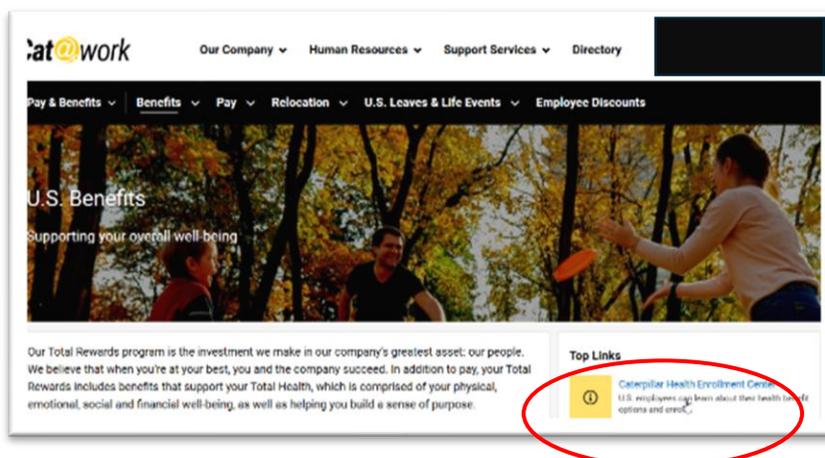
Have questions about what to expect next? You can work directly with our Emma™ chatbot to schedule an appointment with a Customer Service Representative. They'll answer any questions you may have. Just follow either of the following simple processes:

1. Go to <https://www.catatwork.com>.
2. Click **Human Resources** (top ribbon) > select **Benefits**.



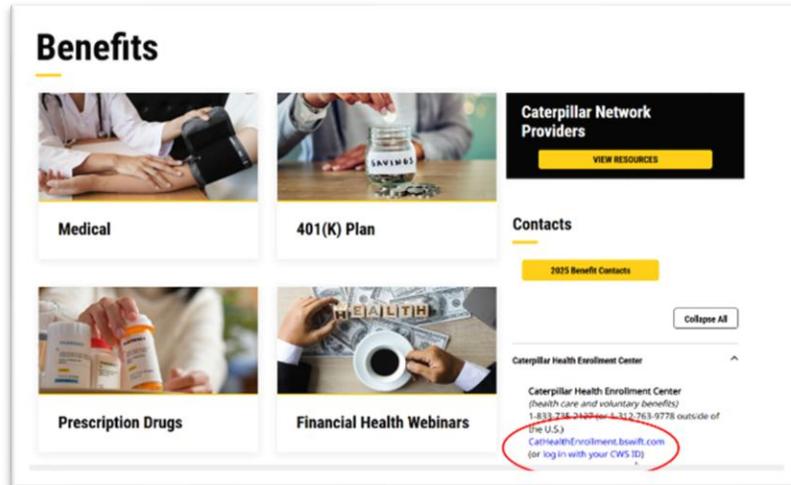
A new page (U.S. Benefits) will open.

3. Click on **Caterpillar Health Enrollment Center** (Under the top links on the right side of the page).



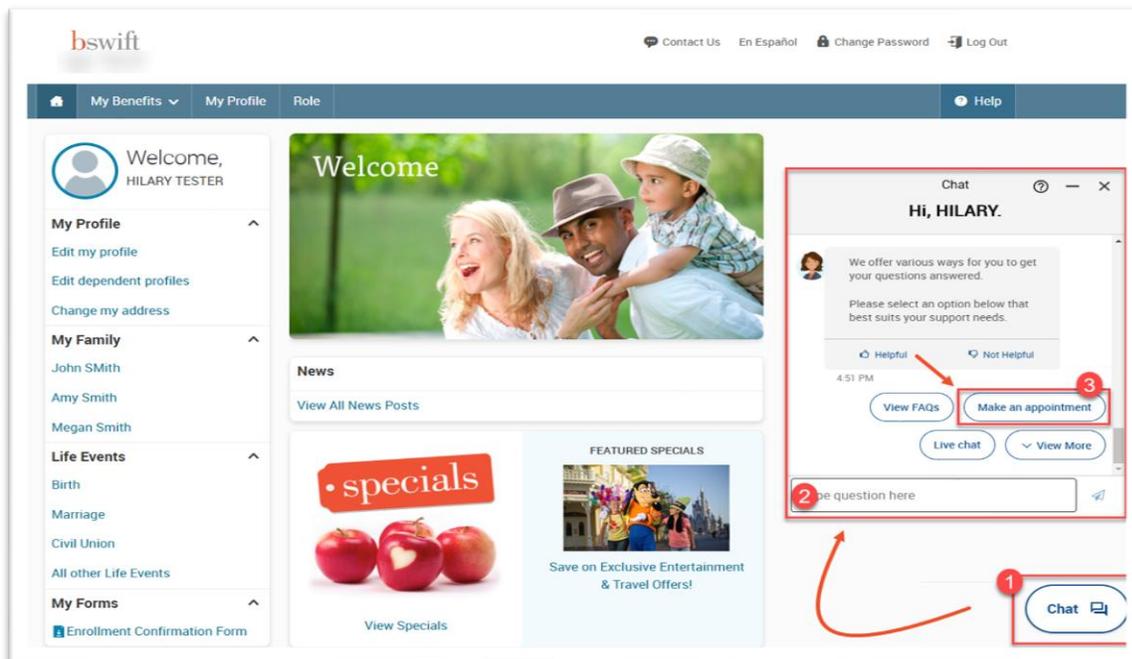
OR, you can:

1. Go to [www.benefits.cat.com](http://www.benefits.cat.com).
2. Click on **Caterpillar Health Enrollment Center** or log in with your CWS ID.



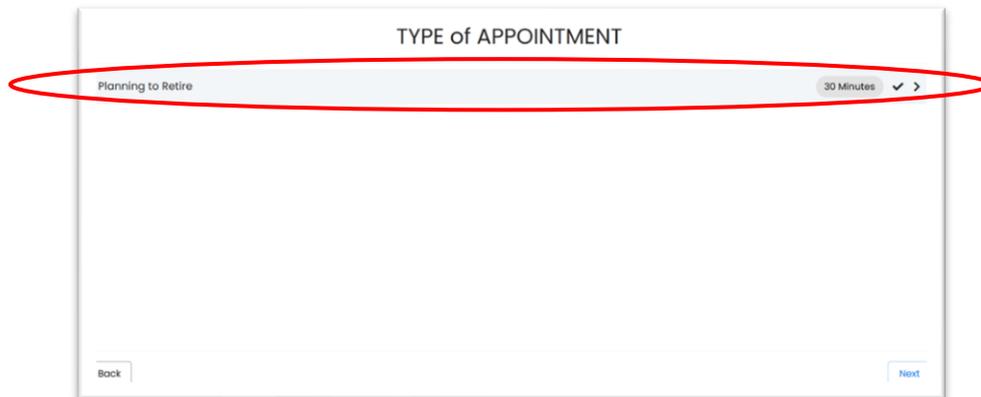
A new page (the bswift benefits portal) will open.

1. Select the **chat** button. The Emma™ chatbot window will open.
2. Enter the question “How do I make an appointment?”
3. Hit enter.





A new browser tab will open allowing you to schedule a time to speak with a representative.



1. Select **Planning to Retire**.
2. Complete the remaining steps.

You will receive a confirmation email confirming your appointment time.

Need to change your scheduled appointment? No problem! Things happen. Please cancel or reschedule your appointment at least 48 hours in advance so we can serve other employees.

For additional assistance contact the Caterpillar Health Enrollment Center at: 833-735-2127, press prompt 8 for Health and Welfare and then, press prompt 2 for Retirement.