

FEES AND CHARGES

This page describes the fees and charges that apply to your Cat® Commercial Account (**Cat Commercial Account**) and how payments may be made. It forms part of and should be read together with the Cat® Commercial Account Program Terms and Conditions and the Rewards Terms and Conditions (**Program Terms**), both available to be viewed, downloaded and saved [here](#) on the website established for the Cat Commercial Account (**Program Website**).

Capitalised terms that are defined in the relevant Program Terms (unless expressly defined on this page).

WHAT FEES AND CHARGES APPLY TO CAT COMMERCIAL ACCOUNT?

Fee type	Finance Charge
Annual Interest Rate	15.00% p.a.
When does it apply?	A Finance Charge is payable if you do not pay the Account Balance shown on your Statement in full by the Repayment Date.
When is it charged?	If you incur a Finance Charge it will appear on your next Statement and form part of the Account Balance that must be paid in full on the Repayment Date shown on that Statement.
What does it apply to?	The Finance Charge is payable on your average daily Account Balance from the end of the Billing Cycle in which you did not pay the Account Balance in full until the end of the next Billing Cycle. Your Account Balance includes Purchase Transactions, Rental Transactions, Promotional Offers, Finance Charges and Account Fees and Charges.
How is it calculated?	The Finance Charge is not calculated on the unpaid part of the Account Balance. The Finance Charge is determined by multiplying your average daily Account Balance by the Daily Periodic Rate. How is your average daily Account Balance calculated? Your average daily Account Balance is calculated by: <ul style="list-style-type: none"> • taking your Account Balance shown on your Statement that you did not pay in full and multiplying that number by the number of days in the current Billing Cycle; and • subtracting any payments received, disputed amounts that are refunded, or other credits made during the current Billing Cycle and multiplying each of these numbers by the number of days between the date of the relevant payment and the end of the current Billing Cycle, then dividing that number by the number of days in the current Billing Cycle. How is the daily periodic rate calculated? The Daily Periodic Rate is calculated by dividing the Annual Interest Rate by the number of days in a standard 365-day year, rounded to the next highest hundred thousandth of a percentage point.
Example of a Finance Charge	<ul style="list-style-type: none"> • <i>In the January billing cycle, you incur the following:</i> <ul style="list-style-type: none"> ○ <i>\$3,000 in Purchase Transactions; and</i> ○ <i>\$3,000 in Rental Transactions,</i> • <i>Your Account Balance on 31 January will be \$6,000.</i>

	<ul style="list-style-type: none"> You receive a Statement on 31 January requiring you to pay your Account Balance of \$6,000 by 25 February. You pay \$5,000 by 25 February, meaning Finance Charges will accrue during February (ie the Billing Cycle running from 1 February to 28 February). Your Finance Charges for February will be calculated as follows: Your Average Daily Balance will be calculated as follows: $\{ \\$6,000 \text{ (Account Balance on 31 Jan)} \times 28 \text{ (no of days in Feb)} - \\$5,000 \text{ (Repayments made in Feb)} \times 3 \text{ (no of days between date of payment and end of Billing Cycle)} \} \div 28 \text{ (no of days in Feb)} = \\$5,464.28$ <p>Your Daily Periodic Rate will be calculated as follows:</p> $15\% \div 365 = 0.0004\%$ <p>Accordingly, your Finance Charge for February will be calculated as follows:</p> $\$5,464.28 \times 0.0004\% \times 28 = \61.19
--	---

Fee Type	Late payment fee - Non-Promotional Offers
Amount	\$30.00
When does it apply?	The late payment fee for non-Promotional Offers is a flat fee . This late payment fee is payable if you do not pay the part of the Account Balance that relates to Purchase Transactions and/or Rental Transactions that the Statement indicates must be paid by the Repayment Date.
When is it charged?	If you incur a late payment fee it will appear on your next Statement and form part of the Account Balance that must be paid in full on the Repayment Date shown on that Statement.
Example of a late payment fee	<p><i>Example 1</i></p> <p>On your Statement issued for the May Billing Cycle, there is an amount of \$2,350.00 that relates to Purchase Transactions that is payable on or before 25 June. If \$2,350.00 is not paid on or before that date, a late payment fee of \$30.00 will be added to the amount payable on your next Statement.</p> <p><i>Example 2</i></p> <p>On your Statement issued for the May Billing Cycle, your Account Balance is \$2,500.00 and an amount of \$250 is expressed as being the minimum payment due on or before 25 June. If \$250 is not paid on or before that date, a late payment fee of \$30.00 will be added to the amount payable on your next Statement.</p> <p><i>Example 3</i></p> <p>On your Statement issued for the May Billing Cycle, there is an amount of \$2,350.00 expressed as being payable on or before 25 June. Our attempt to debit your Account in the amount of \$2,350.00 is unsuccessful because there are insufficient funds in the account on the day it is debited and, as a result, we do not receive full</p>

	<i>payment on or before the payment due date. In that instance, a late payment fee of \$30.00 will be added to the amount payable on your next statement.</i>
--	---

Fee Type	Late payment fee – Promotional Offers
Amount	2.00% of the amount of the Instalment or \$30, whichever is greater.
What types of transactions attract this fee?	A late payment fee on Promotional Offers is a scaled fee . This late payment fee is payable if you do not pay an Instalment in full by its due date.
When is it charged?	If you incur a late payment fee it will appear on your next Statement and form part of the Account Balance that must be paid in full on the Repayment Date shown on that Statement
Why is this fee a percentage?	Special Promotions are unique because they often offer zero or low interest provided the Instalments are paid on time. When an Instalment is not paid on time, there is a negative impact to us, including foregone interest. When the overdue Instalment is large, the negative impact to us is correspondingly large. The percentage calculation reflects this.
Example of a late payment fee on Promotional Offers	<p><i>Example 1</i></p> <p><i>On your Statement issued for the May Billing Cycle, there is an Instalment of \$10,000 expressed payable on or before 25 June. If \$10,000 is not paid on or before that date, a late payment fee will be added to the amount payable on your next Statement. The late payment fee is \$200 because 2% on the amount of Instalment is \$200 (\$10,000 x 2%) which is greater than \$30.</i></p> <p><i>Example 2</i></p> <p><i>On your Statement issued for the May Billing Cycle, there is an Instalment of \$500 payable on or before 25 June. If \$500 is not paid on or before this date, a late payment fee will be added to the amount payable on your next Statement. The late payment fee is \$30 because this is greater than 2% on the Instalment (\$500 x 2% is \$10).</i></p> <p><i>Example 3</i></p> <p><i>On your Statement issued for the May Billing Cycle, there is an Instalment \$100,000 payable on or before 30 May. Our attempt to debit your Direct Debit Account in the amount of \$100,000 is unsuccessful because there are insufficient funds in your account on the day it is debited and, as a result, we do not receive full payment on or before the due date. A late payment fee will be added to the amount payable on your next Statement. The late payment fee is \$2,000 because 2% on the amount of Instalment is \$2,000 (\$100,000 x 2%) which is greater than \$30.</i></p>

Fee Type	Modification fee
Amount	\$150.00
When charged	A modification fee is only payable when you request us to make a modification to your Account and applies each time you make a request to modify your Account.

	<p>We may charge this fee when you ask us to modify your Account in the following ways:</p> <ul style="list-style-type: none"> • you need to transfer your account to another person or company; • if material aspects about your business change and that affects ownership, control or management of your Account; • you request that we offer payment relief on your Account in the form of a complete payment free period; or • any other circumstance specified in your Program Terms that requires us to consent to a matter. <p>Other than when you ask for a modification to your Account, you will not be charged a modification fee.</p>
<p>Example of a modification fee</p>	<p><i>You contact us about transferring your Account to a newly established corporate entity that you control. We may agree to allow that transfer and if we do, we will prepare the necessary documentation to give effect to that transfer. In that event, you agree to pay a Modification Fee of \$150.00. This is a one-time fee covering the specific modification request.</i></p>

WHAT AMOUNT DO I PAY ON EACH REPAYMENT DATE?

You must pay amounts shown on your Statement that relate to Instalments for Promotional Offers, Rental Transactions, Finance Charges and Account Fees and Charges in full on the Repayment Date.

You can choose to make the Minimum Payment shown on your Statement for amounts that relate to Purchase Transactions. The Minimum Payment is 10% of the Purchase Transactions. **If you make the Minimum Payment, you will incur a Finance Charge.**

Example

During a Billing Cycle you incur the following:

- \$2,000 in Purchase Transactions;
- \$1,500 in Rental Transactions; and
- \$250 in Instalments.

Then, the Minimum Payment is \$200 (10% x \$2,000). You must also pay in full \$1,750 (relating the Rental Transactions and Instalments).

HOW DO I MAKE PAYMENTS?

You can make payment on your Cat Commercial Account by Direct Debit or Online by EFT. Please see the Cat Commercial Account 'FAQ' page for more details about payment options.

If you choose to pay your Cat Commercial Account by Direct Debit, you may choose to make the Minimum Payment or Full Payment by checking your preferred option on the Direct Debit Request found on the Accountholder Portal. Unless you choose a payment method on your Direct Debit Request (ie, by checking a box), the default payment method will be the 'Full Payment' method described below.

If you have an existing Direct Debit Arrangement with us, you authorise us to use your existing Direct Debit Account for the purpose of all payments under the Transaction Documents on the terms of the Direct Debit Agreement, unless and until you submit a new Direct Debit Request. The Direct Debit Agreement is located in your Cat® Commercial Account Customer Agreement and a copy is made available to be viewed, downloaded and saved on the Accountholder Portal. Unless you choose the 'Minimum Payment' option for your Account, we will apply the 'Full Payment' option to your existing Direct Debit Arrangement for payments on your Account. You should check whether your nominated Direct Debit Account has sufficient funds each Billing Cycle to cover the 'Full Payment' option.

Your Direct Debit payment method will continue to apply to your Account payments and your Direct Debit Arrangement unless you notify us that you wish to change your arrangement, which you can do at any time.

WHAT IF I HAVE AN CONCERN ABOUT A TRANSACTION OR FEES AND CHARGES?

- (a) If you disagree with:
- (i) a transaction on your Statement, for example, you think there has been an unauthorised transaction or unauthorised use of your Account;
 - (ii) your Credit Limit, including where it may have changed by us without you expressly asking us to; and/or
 - (iii) the imposition or amount of a fee or charge.

(each a **Disputed Matter**), you have the right to bring that Disputed Matter directly to us. In fact, we encourage you to come to us first with a Disputed Matter so that we have the opportunity to consider it for you.

- (b) If you raise a Disputed Matter, you must do so as soon as practicable following the relevant Repayment Date or the date the relevant matter takes effect and:
- (i) write to us and describe your Disputed Matter in reasonable detail; and
 - (ii) supply us with documents and other materials and information supporting the basis for your dispute.
- (c) Once you have notified us of the Disputed Matter and complied with paragraph (b) above, we will contact the Vendor identified with such transaction or matter, and that Vendor will, within a reasonable time, either correct the Disputed Matter or supply us with information validating the Disputed Matter. If the Disputed Matter relates to something we have done or not done, then we will promptly consider the matter and respond to you as soon as reasonably possible with our determination.
- (d) You agree that we may share with the Vendor all the documents and other materials and information you provided to us. You must provide any information reasonably requested by the Vendor or us and must co-operate and respond to the Vendor or us in an effort to resolve the dispute.
- (e) We have the right, but not the obligation, to investigate and discuss the matter with both parties without the presence of the other party and, after such investigation, to decide whether the Disputed Matter and related charges are valid.
- (f) In the event we determine, acting reasonably, that the Disputed Matter is not valid or has not been substantiated in our reasonable opinion, you agree that you will pay the amount of the Disputed Matter and any associated Finance Charges and Account Fees and Charges (if any).
- (g) You agree that you shall pay any undisputed portion of a charge related to a Disputed Matter that is subject to a dispute on the Repayment Date.
- (h) If you do not tell us about a Disputed Matter within 30 days of the date of the relevant Statement, we may not be able to request a refund on your behalf from a Vendor.

WHAT IF I WISH TO DISPUTE A DIRECT DEBIT?

- (a) Any dispute of a Direct Debit should be directed to our Customer Service team using the contact details below. We will respond within 5 Business Days. Alternatively, you may contact your financial institution. We also provide a transaction dispute process provided for on the Program Website.
- (b) If we conclude as a result of our investigations that your Direct Debit Account has been incorrectly debited, we will respond to your query by arranging, within a reasonable period, for your financial institution to adjust your Direct Debit Account (including interest and charges) accordingly. We will also notify you in writing of the amount by which your Direct Debit Account has been adjusted.
- (c) If we conclude as a result of our investigations that your Direct Debit Account has not been incorrectly debited, we will respond to your query by providing you with reasons and any evidence for this finding in writing.
- (d) All enquiries and requests relating to the Direct Debit Arrangement (including for stops and cancellations) should be directed to:

Customer Service - Caterpillar Financial Australia Limited
1 Caterpillar Drive, Tullamarine, Victoria 3043
Tel: 1800 010 808
Email: CFAL.CustomerService@cat.com
Other: through the Accountholder Portal

WHAT CREDIT LIMIT APPLIES TO MY CAT COMMERCIAL ACCOUNT?

Your Cat Commercial Account will have a Credit Limit when it is established. The credit limit that applies to you will be determined when we assess your eligibility for a Cat Commercial Account. Credit limits for a Cat Commercial Account can generally range from **\$2,000 up to \$50,000**, subject to credit lending criteria.

You may check your Credit Limit or view your Statements through the Accountholder Portal (which can be accessed via MyCatFinancial) or by contacting us.

You can request a change to your Credit Limit at any time through the MyCatFinancial or by emailing or calling our Customer Service team.