

Kiel, September 2021

Dear Valued Customer,

We take much pride in our heritage and service commitment for medium-speed diesel and gas engines that began over 90 years ago.

We intend to continue building upon our heritage and support our customers through our unmatched worldwide dealer network throughout the planned service life of their medium speed engines. Moreover, in doing so we will offer a full range of solutions, including the most comprehensive and customized services for medium-speed engines. We will focus on developing aftermarket services solutions that allow us to support all customers wherever they operate around the world throughout the product lifecycle. An easy access to certified services expertise, quality parts, rebuild and repair capabilities around the globe is critical for your business - often making all the difference to operate with highest uptime and lowest operating costs.

Developing and maintaining a deep understanding of customers operations is key for bespoke services solutions, best being provided with long-term service agreements. We call these service agreements "Customer Value Agreements" as they contain a broad spectrum of added value exceeding most industry standards, for example Caterpillar's remote asset monitoring with an intelligent analysis of operational parameters to support safe and efficient operations of the engines. The ability to plan the need and time of service as well as the access to MaK genuine parts, which are continuously being improved in design and manufacturing techniques, enhance the performances and reliability of the engines and ultimately help our customers to improve the environmental footprint of their operations. Customers also benefit from a close cooperation with Caterpillar Motoren's Training Center. Preparing crews to operate Cat and MaK medium speed engines safe and reliable is another element of our overall services offerings.

"To serve our customers and help them achieve operational and environmental goals by providing efficient solutions and services tailored for their needs is our passion. Cat and MaK products and services ensure confidence and peace of mind for customers by delivering maximum uptime and productivity of their operations. Together with the network of dealers, our team of highly skilled and certified engineers and technicians will provide technical support and 24/7 global service to customers in the Marine, Electric Power and Oil & Gas Industry," Frank Kircher, Global Services Manager, Caterpillar Motoren.

We look forward to providing service and support to you for your Cat and MaK medium speed engines through their service life and thank you for your continued cooperation, support and trust in Caterpillar Motoren and our dealers.

Sincerely,

Caterpillar Motoren GmbH & Co. KG


(Mark Kingsley)

General Manager


(Frank Kircher)

Global Services Manager

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