

1. What did Catalina announce?

- The company has reached an agreement with over 90% of its first lien lenders and over 70% of its second lien lenders on the terms of a restructuring support agreement to effectuate a balance sheet restructuring.
- The agreement will allow Catalina to significantly enhance its financial flexibility and position the company for long-term success.
- To implement the negotiated restructuring transaction, the Company has filed voluntary petitions to restructure under Chapter 11 of the U.S. Bankruptcy Code.
- Through this process, we expect to give Catalina a stronger financial foundation to accelerate investments in technology, advanced analytics, data science and talent.
- Once Catalina emerges from the restructuring process, we expect to have reduced the company's debt by approximately \$1.6 billion, from approximately \$1.9 billion to approximately \$300 million.
- Importantly, Catalina expects all operations – both in the U.S. and overseas – to continue as usual throughout the restructuring process. Catalina's operations outside of the U.S. are not part of the Chapter 11 filing and will not be affected by the Chapter 11 process.

2. What is Chapter 11? Should I be concerned about the Chapter 11 process?

- Chapter 11 is a section of the U.S. Bankruptcy Code that allows a company to restructure its balance sheet through a court-supervised proceeding while continuing to operate their businesses. Catalina's operations outside of the U.S. are not part of the Chapter 11 filing.
- It is important to remember that a court-supervised financial restructuring in the U.S. is **NOT** a liquidation.
- Many strong businesses, including Delta Airlines, have used Chapter 11 to accomplish targeted balance sheet restructurings.

3. Is Catalina going out of business?

- No. This is a **financial** restructuring, and we expect Catalina to emerge with a stronger financial foundation to accelerate investments in technology, advanced analytics, data science and talent.
- Operations are continuing as normal as we move through this process without interruption in our ability to serve our customers or any impact on how we work with them.
- Catalina has strong operations, solid cash flow and adequate liquidity, and we remain focused on continuing to solve customer challenges.

4. What does this announcement mean for vendors of Catalina's non-U.S. entities?

- Catalina's operations outside of the U.S. are not part of this court-supervised process and will not be impacted. Business outside of the U.S. will continue to operate as usual.
- Our work to strengthen the company's balance sheet in the U.S. will make us an even better partner.
- It is important to remember that a court-supervised financial restructuring in the U.S. is **NOT** a liquidation. Chapter 11 in the U.S. permits companies to accomplish a balance sheet restructuring, while the business continues to operate as usual.

- 5. Why did Catalina initiate a court-supervised restructuring process?**
- After carefully evaluating our options, we determined that implementing the negotiated restructuring transaction with our lenders through a court-supervised restructuring is the best way to strengthen our financial position for the long term.
 - This is a significant step forward in transforming our business because it enables us to accelerate investments in technology, advanced analytics, data science and talent to strengthen our core capabilities and enable new data-driven solutions for our customers.
 - This financial restructuring process will provide us with greater financial flexibility to continue and expand our recent investments in innovation to solve customer challenges in a rapidly evolving competitive environment.
- 6. Does Catalina have the liquidity to meet its business obligations?**
- Yes. Catalina has solid cash flow and sufficient liquidity to continue operating as usual throughout this process.
 - The company has received a commitment for \$125 million in new money debtor-in-possession (“DIP”) financing, which will be available to support our operations during the restructuring process.
 - In addition, the ad hoc group of first lien lenders have also agreed to provide an additional \$40 million in exit financing to support the Company's operations upon consummation of the restructuring.
- 7. Will I be paid for the goods and services I provided to Catalina?**
- Catalina's operations outside of the U.S. are not part of the Chapter 11 filing.
 - Catalina will pay vendors for all goods and services provided to non-U.S. entities in the normal course.
 - Invoices for goods and services provided after the filing date should be submitted through the typical accounts payable channels and payments will be processed in accordance with contract terms, if applicable.
 - Your cooperation will enable us to become an even stronger partner for you and ensure our continued mutual success.
 - As always, we value our relationship with you and your organization and look forward to continuing to work with you well into the future.
- 8. Why should I continue to partner with Catalina?**
- Catalina's operations outside of the U.S. are not part of the Chapter 11 filing, and Catalina will pay vendors for all goods and services provided to non-U.S. entities as usual.
 - Catalina has solid cash flow and sufficient liquidity to continue operating as usual throughout this process.
 - Our work to strengthen the company's balance sheet will make us an even better partner.
- 9. Will my contacts remain the same?**
- Yes. You can continue to reach out to your normal Catalina contact.
- 10. How can I obtain more information?**
- You can find additional information on our restructuring page, www.catalinarestructuring.com, as well as by calling our Information Hotline, toll-free at 844-205-4337 or local at 917-460-0912. Court documents and additional information related to the court-supervised proceedings can be found at <http://cases.primeclerk.com/Catalina>.