

**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?**

- Chapter 11 is a section of the U.S. Bankruptcy Code that allows companies to implement financial restructurings through a court-supervised process while continuing to operate their businesses in the normal course.
- Chapter 11 allows a company to remove debt from its balance sheet so it can invest in driving the growth of the business instead of using cash to service interest and principle payments.
- Many strong businesses have used Chapter 11 to accomplish a targeted restructuring of their balance sheets.

**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. 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.

**5. How will this court-supervised process affect vendors?**

- Operations are continuing as normal as we move through this process, including meeting our obligations to vendors and paying them in full under normal terms for goods and services provided prior to, as well as after, the filing date.
- Our work to strengthen the company's balance sheet will make us an even better partner.
- This is about restructuring our debt, not our relationships with vendors.

**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 in full for goods and services provided to Catalina?**

- Yes. We will meet our business obligations and pay vendors in full under normal terms for goods and services provided.
- Any unpaid prepetition trade claims will be addressed as part of the court process, but generally we expect to pay these trade claims in full upon emergence from Chapter 11.
- 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 has solid cash flow and sufficient liquidity to continue operating as usual throughout this process.
- In addition, 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.
- Our work to strengthen the company's balance sheet will make us an even better partner.
- Thank you in advance for your continued support.

**9. What are supplier obligations during the restructuring process?**

- As a general rule, suppliers are obligated to continue providing their goods and/or services to Catalina.
- This obligation exists even where unpaid prepetition claims exist or where the supplier's contract states that the supplier may terminate or suspend its performance due to Catalina's bankruptcy.

**10. Do I need to file a proof of claim?**

- Our prepackaged restructuring plan provides for trade creditors to continue being paid in full throughout this process.
- Accordingly, we do not expect trade creditors to have any pre-petition claims that would require the filing of a proof of claim.
- You may wish to consult an attorney for additional assistance.
- For more information, please visit the website maintained by the company's claims agent, Prime Clerk, at <http://cases.primeclerk.com/Catalina>.

**11. Will my contacts remain the same?**

- Yes. You can continue to reach out to your normal Catalina contact.

**12. When do you expect to complete the court-supervised process?**

- We intend to move through this court-supervised process as quickly and efficiently as possible and are confident that our work to strengthen the company's balance sheet will make us an even better partner.
- With the support of the majority of its first lien and second lien lenders, the company expects to complete the pre-negotiated, court-supervised process expeditiously.

**13. How can I obtain more information?**

- You can find additional information on our restructuring page, [www.catalinarestructuring.com](http://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>.