Date: August 15, 2017

To: CE South Central Contractors

Subject: September 11, 2017 Service Credit Application Handling Fee

Dear Valued Customer:

In 2011, Carrier Corporation invested in Service Bench to provide a warranty platform that would streamline the handling and processing of claims. The online claim process provides:

- Real-time claim submission and editing
- Pre-approved functionality (re: instant status of claim)
- Pre-populated field enhancements

Additionally, the use of online claiming on Service Bench would ensure a minimum 24-hour processing time for credits back to you.

Recently, Carrier Enterprise developed a new function on the CE App to allow Service Credit Application (SCA) claiming via the App. There are also 3 other ways to expedite warranty claims online:

1. Each CE South Central facility will be equipped with a Kiosk to submit your claim
2. Submit claims on the CE Web site at sc.carrierenterprise.com and/or via the CE App
3. Submit claims via Service Bench at www.servicebench.com

Effective September 11, 2017, CE South Central will assess a $50 handling fee for each manual SCA submitted for processing.

The handling fee will not be assessed for manual SCAs submitted in response to Carrier Corporation warranty bulletins, technical support pre-authorizations (including Bristol Compressor claims), labor only claims, and/or 100% guarantee claims.

Your warranty department representatives will be available to assist you with Service Bench registration, including retrieving a Service Bench ID and password if needed. Sales representatives and store associates can also assist you with online claims.

We value and appreciate your business and will work with you to make this change as seamless as possible.

Sincerely,



Mike Gill
President and General Manager
Carrier Enterprise South Central Region

CE South Central
2000 Luna Road
Carrollton, TX 75006