



DOW CORNING

Note: Throughout November and December 2017, a customized version of this letter is being sent to customers in Asia, India and the Americas, with an individualized report attached for the intended customer. The letter below is a sample of what the actual letter entails.

Dear Customer,

Over the past few months, we [provided updates](#) on the progress we have made to integrate Dow Corning's business into the broader structure of The Dow Chemical Company. Through those communications, we shared details about upcoming product branding changes and introduced DOWSIL™, a new product brand. Since then, Dow's merger with DuPont was completed, and [additional details were announced](#) regarding our products and how they now align with the Materials Science and Specialty Products Divisions. This letter provides an update about how Dow Corning's integration into Dow and Dow's merger with DuPont may impact the product brands you order from us.

In the attached report, you'll find a list of products you ordered between January 2016 and April 2017, along with details outlining how these product brands will or will not change. **It is important that you review this list and begin making necessary changes now within your systems.** Branding changes have taken effect in November for customers in Europe, the Middle East and Africa, and are planned to take effect in February 2018 for customers throughout the rest of the world.

Overview of product brand changes

- Most *Dow Corning*® and Dow Corning Toray brand products aligned to the Materials Science Division will move to the new DOWSIL™ product brand.
- *Dow Corning*® brand lubricants will transition to MOLYKOTE™ or DOWSIL™ brands, depending on application.
- Most products aligned to the Specialty Products Division will retain their current brand names:
 - Vast majority of products sold through the healthcare segment
 - Products sold through the thermoplastics segment (e.g., *Multiflex*®, *Multibatch*®, *Multipro*® and *TPSiV*®)
 - Products exclusive to the LED packaging lighting segment
 - Products exclusive to the solar segment
 - *Molykote*® brand products
 - Some *Dow Corning*® and Dow Corning Toray brand products
- All product brand names will undergo subtle style changes, which include transitioning to uppercase letters and an unregistered trademark symbol (™), **even when retaining their current brand names** (e.g., *Molykote*® will become MOLYKOTE™).

Inventory and documentation

Existing inventory will not be re-labeled with the product brand changes. Labels and other documentation will be updated with the product brand changes over time as current inventories are exhausted. Safety data



DOW CORNING

sheets will be updated with applicable product brand changes during each phase of implementation. For more information about changes to safety data sheets, please [see the attached addendum](#). [Chemical equivalency certificates](#) are available to help you with mismatched documentation and labels. Registrations and certifications will be renewed, and the vast majority of material numbers (now called GMIDs) and SKUs will remain unchanged.

Chemical equivalency certificates

A tool to [generate chemical equivalency certificates](#) in multiple languages is available on the integration information center at dowcorning.com/integration. The information center also houses other resources, including past customer communications and a detailed list of frequently asked questions.

Upcoming integration activities

Additional upcoming integration activities include the merging of our SAP/enterprise resource planning systems, legal entity changes and a new website – with a goal to provide you with greater access to our expertise and products, more buying options and improved reliability. Accounts payable representatives at your company soon will receive specific details related to legal entity changes that will impact you.

Ensuring a positive experience for you is most important to us, and our teams are working diligently to help ensure an easy transition for you. We will continue to keep you updated, but please do not hesitate to reach out to us with any additional questions or concerns you may have. You may also find answers to your questions via the [integration information center](#).

We value our relationships with customers and are excited to deliver a better experience for you.

Sincerely,

Dan Futter
Commercial Vice President