



DOW CORNING

July 20, 2017

Dear Valued Customer:

In late May, we shared that work had begun to integrate Dow Corning's business into the broader structure of The Dow Chemical Company. We remain committed to meeting your needs for a simpler experience when working with us, and the integration activities put us closer to the ability to serve you as one company. Our teams have made steady progress over the last couple of months; therefore, we would like to provide you with an update on a few key activities that may impact you.

The integration activities include the merging of our SAP/enterprise resource planning systems, product branding updates, 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.

### Timing

We are planning to move forward with a phased implementation, beginning later this year. The first phase is anticipated to begin in November 2017 for customers who order products within Europe, the Middle East and Africa. We anticipate the second phase will follow in February 2018, reaching customers throughout the rest of the world. This phased approach will enable us to focus all of our resources on each implementation, helping to enable a positive experience for all customers during both phases.

### Introducing a New Integration Information Center

To help customers through the entire transition, a new integration information center is now available for you at [dowcorning.com/integration](http://dowcorning.com/integration). The information center will continue to be updated over time.

This site will serve as an important resource to provide:

- Regular updates
- Easy access to key materials related to the integration activities
- Searchable frequently asked questions
- A communications archive with past customer communications

### Updated Product Brand Names

Recently, we unveiled DOWSIL™ as part of a series of branding changes to come. The information center now includes more in-depth details about these product brand changes, as well as a complete list of existing products and their future product names.

It is important to note that most *Dow Corning*® and Dow Corning Toray branded products will move to the new DOWSIL™ product brand. Other product brands from Dow Corning, such as MOLYKOTE™, XIAMETER™ and SILASTIC™, will remain as they are today.

We encourage you to familiarize yourself with the sample list of product brand changes available on the information center as soon as possible to better understand the extent of how these changes may impact you. The information center also [includes a tool](#) that allows you to generate a chemical equivalency certificate for your specific product.

### Next Steps

Ensuring a positive experience for our customers throughout this integration is a top priority for us. Some of these integration activities may result in the need for you to make administrative adjustments. We are committed to providing you with timely and consistent updates so that you can adequately prepare. For now, there is no action needed on your part other than to be aware of these future changes.

We will reach out to you again soon with additional updates, but please do not hesitate to [contact us](#) in



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the meantime to assist with any additional questions or concerns you may have. The new [information center](#) also includes a detailed list of frequently asked questions and answers to help guide you.

Our focus remains on driving a better experience for our customers, and these changes are designed to improve our ability to meet your needs. We thank you for your continued support and look forward to serving you better.

Sincerely,

A handwritten signature in black ink, appearing to read "Dan Futter".

Dan Futter  
Commercial Vice President