



DuPont Professional Products
4417 Lancaster Pike
Chestnut Run Plaza 705
Wilmington, DE 19880-0705

August 26, 2011

Dear Lawn Care Professionals and Golf Course Superintendents,

I greatly appreciate your patience as we continue to work with you to resolve the issues related to the use of DuPont™ Imprelis® herbicide.

I am writing to tell you that DuPont is launching a claims process to fairly resolve your problems related to the use of Imprelis® herbicide. We will email you the details about this claims process on September 6, 2011, as well as post it on www.imprelis-facts.com.

Over the past several weeks, we have logged your complaints and are continuing to work with you to understand each of your situations. We appreciate your cooperation and the information you have provided us. Many of you have been contacted to verify the property details you sent us and/or to schedule site visits by our team. Many others have already been visited. This work will continue over the next several weeks.

In the meantime, if you have not yet submitted information about any possible Imprelis® related damage on your or your customers' properties, please do so by completing and emailing a site detail form to dupont2458@dupontinquiry.com as soon as possible. Or, you can fax the forms to 866-203-2983. If you have questions, or need the forms, please contact 1-866-796-4783.

Once we receive your completed site detail forms, we will call you within two business days to confirm the receipt of your information and discuss next steps. If site visits are necessary, we will work with you to schedule those to begin within three weeks after we have processed your information.

Some of you have told us that you may need assistance in removing the trees that are not expected to recover. We have established partnerships with several tree companies in your area that are specifically contracted to help you with tree removal and disposal procedures. These procedures are explained in the information sheet "General Information for Managing Trees Under Stress" available at www.imprelis-facts.com. If you would like to work with our tree removal partners as part of the claims process, please call us at 1-866-796-4783.

We regret that the use of Imprelis® herbicide may have resulted in damage to certain species of trees. We remain committed to our customer's satisfaction and the proper stewardship of our products.

Again, we sincerely appreciate your cooperation and patience in this matter as we continue to work together towards a fair resolution. Thank you for your ongoing support.

Sincerely,

A handwritten signature in black ink, appearing to read "Michael McDermott".

Michael McDermott
Global Business Leader
DuPont Professional Products