Monsanto

FROM (NAME & LOCATION) W. B. Papageorge - General Offices - A2NK

DATE : December 28, 1971

cc: W. R. Corey - A2NA
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SUBJECT :

REFERENCE :

TO : H. S. Bergen - B2SL

Whenever we have become involved with our customers' PCB problems we have followed the policy of being candid and helpful. This is particularly true in those situations requiring sample analysis. We have shared our methodology freely, coached laboratory personnel, exchanged standard samples and analyzed all types of samples.

Customers who requested and received help include General Motors, Ralston Purina, Agway Laboratories, Holly Farms, St. Regis Paper, Champion Paper, General Electric, Westinghouse, Central Soya.

The pattern of behavior followed by the customer in most instances is fairly predictable. Initially we get the frantic call for help. Exchange of information occurs easily and the customer is pleased. However, as soon as the customer's needs appear to be satisfied he communicates less and less, sometimes changing his spokesman, and eventually we hear nothing regarding the final outcome.

With the increasing number of lawsuits naming Monsanto as a defendent, I am becoming increasingly concerned that perhaps we are helping others prepare cases against us. For example, companies we have helped which are involved in the current lawsuits include Agway Laboratories, Rozansky Feed and Holly Farms.

Because of the potentially serious problems that could result, I suggest that in the next few weeks we meet to review our policy relating to customer PCB problems.

W. B. Papageorge

WBP/er

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