

For Internal Use Only
October 14, 2017

FINAL Verbal talking points for use by customer-facing roles regarding PTFE dispersion products

- It has recently been brought to our attention that our polymer dispersion products that utilize our LX technology contain two types of impurities, partially fluorinated sulfonates and sulfates.
- Chemours is committed to developing more sustainable products and the LX technology, a non-fluorinated surfactant, is part of that commitment. While we address the impurities that have been recently identified be assured Chemours commitment to more sustainable chemistry remains unchanged.
- Our technical experts have been working hard to test different removal techniques to address these impurities.
- We have seen positive results with our initial testing, but we need additional time to complete the testing.
- Until the testing is complete, we will be switching you to polymer dispersion products that utilize our GenX technology (our legacy dispersion products made without PFOA).
- Please be assured that addressing these impurities is a priority for our team.
- We appreciate your patience and will continue to provide you updates on our progress and next steps.

FINAL Q&As for reactive use only

- Can the customer use their existing inventory of polymer dispersion products made with LX technology?

This is not a recall. It is up to the customer to decide how to utilize their inventory.

- Is there a concern if the customer uses their existing inventory of polymer dispersion products made with LX technology?

This is not a recall, and a safety concern has not been identified. The approach Chemours is taking is one based on an abundance of caution to address these impurities quickly.

- Will Chemours buy back our inventory of polymer dispersion products made with LX technology?

Yes.

- Can we still purchase polymer dispersion products made with LX technology from Chemours?

Until our testing is complete, Chemours will be switching customers to polymer dispersion products that utilize our GenX technology (legacy dispersion products made without PFOA). Our aim is for minimal disruption to our customers' operations. If there is a delay in supplying polymer dispersion products made with GenX technology Chemours can make available polymer dispersion products made with LX technology from our existing inventory until you receive the polymer dispersion product made with GenX technology (our legacy dispersion products made without PFOA).

- What is the timing of when the customer can expect polymer dispersion products made with GenX technology (our legacy dispersion products made without PFOA)?

US: immediately

EU: 2-3 weeks

AP: 2-3 weeks

- When did you learn about these impurities?

These impurities have just recently been brought to our attention, and our technical experts have been working hard to test different removal techniques to address these impurities.

- Are there other unknown impurities in the polymer dispersion products that utilize the LX technology?

It is important to recognize that as science has advanced, and detection levels are getting more and more sensitive to the parts per billion, and parts per trillion, new information can emerge. Chemours is committed to acting swiftly, as it has in this instance, if and when new information arises.

- Are these impurities present in the finished product?

Preliminary finished product testing has not detected these impurities. Further testing is underway.

- How does this impact food contact approval?

Chemours had reconfirmed the food contact status of our products. With this new data, the status remains unchanged.