



Subject: Fraudulent Activity and Counterfeit Products

Dear Valued 3M Customer,

Unfortunately, we have seen an increase in fraudulent and counterfeit activity in connection with the recent novel coronavirus outbreak (2019-nCoV, COVID-19). Examples include people fraudulently misrepresenting themselves as being affiliated with 3M or having authentic 3M product to sell, or in selling counterfeit 3M products.

3M recommends purchasing 3M products only from 3M authorized distributors or dealers, which will increase the likelihood that you will receive authentic 3M products.

If you need help identifying 3M authorized distributors and dealers in your area, please speak to your local 3M representative.

If you have concerns about potential fraudulent or counterfeit activity related to 3M or 3M products, please report such concerns using our reporting options detailed at https://engage.3m.com/covidfraud_en_ZA

With regard to 3M respirators specifically, here are some tips to help avoid counterfeit products:

- Authentic 3M respirators will be sold in 3M packaging, with model-specific user instructions accompanying the product
- 3M respirators should not be sold individually, in bulk (such as large bags or boxes of loose respirators), or without packaging (including User Instructions)
- 3M has strict quality standards, so products that have missing straps, strange odours, blocked valves, misspelt words, etc., are likely not to be authentic 3M respirators

For further assistance in determining whether a 3M product you have purchased is authentic, we encourage you to contact your local 3M Technical Service team. Please be prepared to share your proof of purchase information (invoice, receipt, etc.) in order to help with this process.

Kind regards,

3M Personal Safety Division