



To: Valued 3M Customer and Authorized Channel Partner in the U.S.  
Subject: Fraudulent Activity and Counterfeit Products  
Date: March 20, 2020

Dear Valued Customer and/or Channel Partner,

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 contact the 3M Help Center at [https://www.3m.com/3M/en\\_US/company-us/help-center/](https://www.3m.com/3M/en_US/company-us/help-center/) or 1-888-3M-HELPS.

If you have concerns about potential fraudulent or counterfeit activity related to 3M or 3M products, please report such concerns using our Report a Concern option detailed at [https://www.3m.com/3M/en\\_US/ethics-compliance/report-concern/](https://www.3m.com/3M/en_US/ethics-compliance/report-concern/).

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

- 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); and
- 3M has strict quality standards, and therefore products that have missing straps, strange odors, blocked valves, misspelled words, etc. are likely not 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 at 1-800-441-1922. Please be prepared to share your proof of purchase information (invoice, receipt, etc.) in order to help with this process.

Regards,

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

Michael DelVacchio  
Vice President – USA and Canada  
3M Medical Solutions Division