



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

**September 6, 2011**  
**Imprelis® Claims Resolution Process**  
**Lawn Care Professional Overview**

- If you have not already contacted us to report what you believe to be DuPont™ Imprelis® herbicide related damage on your customers' properties and you wish to participate, please call us at 866-796-4783 to begin the resolution process.
- Each lawn care operator will be asked to indicate their desired level of participation in the process in terms of collecting claims information and working with property owners. You will be contacted by a DuPont representative to determine your level of participation according to the following options.

**OPTION 1: LCO Supported Process** (Recommended)

For Lawn Care Professionals who agree to support the claims process for each of your customers' properties, including rating and photographing each impacted tree, and preparing and submitting the claim forms.

- If you choose this option, the appropriate claim forms will be sent to you for completion with the property owner.
  - If some of your property locations have been visited by DuPont representatives, and impacted tree detail information has been captured, the claim forms for these properties will already contain this information.
- Lawn Care Professionals who choose this option will be reimbursed for their efforts on a per site basis according to the number of impacted trees:
  - \$200 for properties with 5 or fewer impacted trees
  - \$300 for properties with 6 to 20 impacted trees
  - \$400 for properties with 21 to 50 impacted trees
  - \$600 for properties with 51 to 75 impacted trees
  - \$750 for properties with 76 or more impacted trees

We will provide this reimbursement payment to you after the completed claim forms are received.

- After the claim has been evaluated, we will send the property owner a letter that outlines our reimbursement plan for their property and a release form. We will also send you a copy of this letter and plan. The plan will provide specific amounts for materials and services based on fair market pricing. Additionally, the plan will provide details covering the following areas:
  - Tree removal and disposal
  - Tree replacement or compensation
  - Replacement tree care
  - Tree warranty
  - Maintenance of other impacted trees
  - Additional compensation to property owner
- Once the property owner receives their reimbursement plan, please review the plan with them and let us know if there are any inaccuracies.

- The reimbursement plan and release form will need to be approved and signed by the property owner and then mailed back to the Imprelis® Claims Resolution Center
- Please do not begin any work on the property until you have received confirmation from us that the release has been received.
- Upon completion of any work performed, please provide an invoice outlining the work and certification from the property owner that the work was completed. Once this information is received, we will issue you a check for the amount due.
- If you have the capabilities to handle the tree removal and disposal process, you must follow the procedures for proper disposal of affected trees that can be found in the “General Information Sheet for Managing Trees Under Stress” available at [www.imprelis-facts.com](http://www.imprelis-facts.com).
  - If you are unable to handle the tree removal and disposal process, please contact us at 866-796-4783 and we will schedule this work with one of our tree removal partners once the release is received.

### **OPTION #2: Tree Company Supported Process**

Lawn Care Professionals may elect to have assistance from a DuPont contracted third party who will collect the claim form information, including rating and photographing each impacted tree, and will prepare and submit the claim forms. Once DuPont receives a list of your impacted customers and the spray records for their property:

- A DuPont representative will contact each property owner to schedule a site visit. We will share the schedule with you in case you would like to accompany us.
  - During the scheduled visits, the team will rate and photograph impacted trees.
  - The team will then submit the completed claim forms for processing.
  - After the claim has been evaluated, we will send the property owner a letter that outlines our reimbursement plan for their property and a release form. The plan will provide details covering the following areas:
    - Tree removal and disposal
    - Tree replacement or compensation
    - Replacement tree care
    - Tree warranty
    - Maintenance of other impacted trees
    - Additional compensation to property owner
  - Once the property owner receives their reimbursement plan, a DuPont representative will follow up with them to review the plan.
  - At the end of the process, DuPont will inform you of your customers who elected to participate.
  - The claims process has many components, one of which involves the removal of trees that are unlikely to recover. If a potential participant in the Imprelis® Claims Resolution Process decides that an impacted tree must be removed before DuPont can evaluate the tree, they should document Imprelis® related injury to the tree by following the steps available at [www.imprelis-facts.com](http://www.imprelis-facts.com)
- The deadline for submission of claims is November 30, 2011.