

**ExxonMobil Chemical Company**  
22777 Springwoods Village Parkway  
Spring, TX 77389-1425

**Tom Vanderwegen**  
Regional Sales Manager  
Intermediates



February 17, 2021

Dear Valued Hydrocarbon Fluids Customer:

In preparation for this winter storm, we activated preparedness plans at our Gulf Coast facilities. This event has caused widespread power outages across Texas and Louisiana on February 15, 2021. As a consequence, several ExxonMobil Chemical operations have experienced loss of power and/or other key utilities impacting our ability to resume full operations. Our top priority continues to be the safety and well-being of our employees, contractors and the impacted surrounding communities.

We are currently assessing the full impact to our hydrocarbon fluids production and logistics capabilities; however, we realize this may reduce the supply capability of some of our hydrocarbon fluids products. The impact on current and future orders is still being determined and will be communicated to you as soon as possible.

We are committed to communicating in a timely manner as new information becomes available and giving you as much notice as possible regarding the availability of our products. ExxonMobil Chemical very much regrets the impact that this supply disruption will have on your business. We take great pride in having earned your confidence as a reliable supplier, and will continue working diligently to fully restore our supply capability. In the meantime, thank you for your patience during this unprecedented period.

Please contact your ExxonMobil Chemical Company Sales Representative if you have any questions.

Sincerely,

A handwritten signature in black ink, appearing to read "Tom Vanderwegen", written over a horizontal line.

Tom Vanderwegen