



Frequently Asked Questions For Hatco & Anderol Customers

Why did Chemtura buy Kaufman Holdings (Hatco and Anderol)?

Chemtura's strategy is to build its portfolio around high-performing businesses. Both Hatco Corporation and Anderol Inc. are world leaders in their respective markets and fit in well with Chemtura's existing Petroleum Additives / Lubricants business, which is a high-performing business that is core to Chemtura's growth. In addition, Hatco, Anderol and Chemtura have related product offerings in key customer areas, as well as the opportunity to strengthen alliances with major suppliers, and will use their combined expertise to grow these businesses.

Why did Kaufman (Hatco / Anderol) decide to become part of Chemtura?

Alex Kaufman, the principal owner of Kaufman Holdings, has decided to retire and no longer desires to manage a business of this size and complexity.

What does this transaction mean to me and my business?

Chemtura brings additional technical expertise to Hatco and Anderol, as well as a complementary product line, additional industry expertise, Six Sigma-based processes and procedures that increase efficiency and reduce costs, and new information technology systems.

We will continue to focus on providing high-quality service and being your first choice for providing solutions to help your business grow. You will have a choice of more comprehensive offerings from a broader product portfolio.

All of us at Hatco, Anderol and Chemtura are excited about the enhanced value we will offer to our customers and partners as we come together.

We will make every attempt to make the transition as smooth as possible, and business will continue as usual.

Will you continue to offer the products I buy?

Yes, we are focused on continuing to provide products and solutions for the success of your business. You will have a choice of more comprehensive offerings from a broader product portfolio.

How will my account be serviced?

No changes will be made at this time. You will be notified promptly if any changes are made.

What happens to my sales contact? Will I have a new rep? Will you change distributors?

Please continue to use the same phone numbers for customer service and sales representatives. You will be notified promptly if any changes are made.

Do I still order the product in the same way?

Yes. Please continue to use the same phone numbers and order products in the same way. You will be notified promptly if any changes are made.

Who will send me invoices? How will my account be handled?

There will be no immediate changes. You will be notified promptly if any changes are made.

Does the status of any contracts I have with Hatco or Anderol change in any way? Do these agreements have to be redone?

We will notify you if your contract or terms of sale will change. If you have a specific question, please ask your sales representative.

Whom do I contact about billing / invoicing issues?

Any questions about invoicing should be directed to your current customer service representative.

Will there be any significant changes in payment terms, logistics or customer service policies?

We envision no significant changes immediately. If any changes take place, we will inform you immediately.

Whom do I call with shipment questions?

Contact your customer service or sales representative with any shipment questions.

What are my new sales terms?

Your sales terms will remain the same. If anything changes, we will notify you promptly.

How will my technical service change?

We have brought together the technical expertise of companies with highly skilled personnel and are committed to providing you with the best technical service possible.

Whom do I call for technical support?

Please continue to call the same customer service and technical support numbers you have been using. If anything changes, we will notify you promptly.

Where does my company send its payments?

Until advised differently, please continue to pay your invoices to the same company name and address as before.

Can I expect price increases?

If costs or market conditions require any changes in pricing, you will be notified.

What will happen to Hatco and Anderol management?

There are no immediate plans to change management at Hatco or Anderol. Business will continue as usual. The businesses will be part of Chemtura Performance Specialties, which is managed by Vice President and General Manager Janet Mann. The Performance Specialties group of businesses includes the Petroleum Additives / Lubricants and Urethanes businesses, which are both successful businesses.

To learn more about Chemtura, visit www.chemtura.com