



Feb. 26, 2024

Subject: Contact Information Changes for 3M Health Care Company

Dear Valued Customer,

Thank you for your support as we continue to prepare for the planned spin-off of the 3M Health Care business (the “Health Care Business”). The purpose of this letter is to inform you of a change in the Health Care Business’s email address domain, and request that you update your records accordingly.

While the Health Care Business continues to be part of 3M and governed by the policies and procedures of 3M until the spin-off, we have transitioned employee and other customer-facing email addresses, effective January 29, 2024. We have summarized the changes below and **ask that you update your records accordingly.**

- **Health Care Business employee email addresses** have transitioned to @solventum.com. In most cases, the email prefixes remain the same. For example, if a Health Care Business employee address was previously [name@mmm.com](#), they can now be reached at [name@solventum.com](#). There will be a temporary redirect in place to minimize disruption, but we ask that you note this change and update your records accordingly to ensure seamless communication with Health Care Business employees.
- **Centralized customer contact points** for Health Care Business customer service, complaint intake, and invoicing have changed. Please see the chart below for detailed changes. **If you use any of these group inboxes below from the left column, please note the new inbox address in the right column. If you do not use any of these inboxes, please disregard.**

Former 3M Email Address	New Solventum Email Address
3msupport.crchcbgreturns.us@mmm.com	ResolutionUSAC@solventum.com
crchcbgreturns@mmm.com	ResolutionUSAC@solventum.com
3m.hcbgcustomercollections.us@mmm.com	CollectionsUSAC@solventum
3msupport.fsd-orders.us@mmm.com	GovSupport.us@solventum.com
3msupport.healthcarevmi.us@mmm.com	MSDSupport.us@solventum.com
3msupport.healthcare.us@mmm.com	MSDSupport.us@solventum.com
hc-direct@mmm.com	MSDSupport.us@solventum.com
us-hc-custsvc@mmm.com	MSDSupport.us@solventum.com
3msupport.hccws.us@mmm.com	MSDSupport.us@solventum.com
3msupport.hawaii@mmm.com	MSDSupport.us@solventum.com
3msupport.alaska@mmm.com	MSDSupport.us@solventum.com
3msupport.hcoem.us@mmm.com	HCOEMSupport.us@solventum.com
oemkits@mmm.com	OEMKITSupport@solventum.com
acelity4allgov@mmm.com	acelity4allgov@solventum.com
3msupport.guam@mmm.com	MSDSupport.us@solventum.com
POSMEDDIV@MMM.COM	POSMEDDIV@solventum.com

*The new name and branding will go into effect when the spin-off of the independent health care company occurs. Until the spin-off, the Health Care Business continues to be part of 3M and governed by the policies and procedures of 3M. This timeline is indicative, as consultations can, in some countries, go longer than indicated and are subject to customary conditions, including final approval from the 3M Board of Directors, regulatory approvals and rulings, among other items.

3msupport.crchcbgreturns.us@mmm.com	ResolutionUSAC@solventum.com
crchcbgreturns@mmm.com	ResolutionUSAC@solventum.com
3m.hcbgcustomercollections.us@mmm.com	CollectionsUSAC@solventum.com
3msupport.fsd-orders.us@mmm.com	GovSupport.us@solventum.com
ediadmin@mmm.com	ediadmin@solventum.com
kcissccashpostingusfacility@mmm.com	kcissccashpostingusfacility@solventum.com
3mexpress_kci@mmm.com	3mexpress@solventum.com
USCSOISS-EBIZSupport@mmm.com	Transactions-Support@solventum.com
ediadmin@mmm.com	ediadmin@solventum.com
kcissccashpostingusfacility@mmm.com	kcissccashpostingusfacility@solventum.com
militaryorders@mmm.com	militaryorders@solventum.com
disputeresolution@mmm.com	msd-disputeresolution@solventum.com
msdfacilitybilling@mmm.com	msdfacilitybilling@solventum.com
nccorderdocintake@mmm.com	nccorderdocintake@solventum.com
onshorecreditcardprocessing@mmm.com	onshorecreditcardprocessing@solventum.com
resource_9@mmm.com	resource_9@solventum.com
usadvctrfacilitiesselectteam@mmm.com	usadvctrfacilitiesselectteam@solventum.com
usarmfacilitystatelicense@mmm.com	usarmfacilitystatelicense@solventum.com
us-msd-usac-facilitycollect@mmm.com	us-msd-usac-facilitycollect@solventum.com
msd-usac-fldsdc-custechsvc@mmm.com	US-MSD-USAC-FldSvcCusTechSvc@solventum.com
pirtoncall@mmm.com	pirtoncall@solventum.com
pw-partnership@mmm.com	PW-Partnership@solventum.com

You may continue to see @mmm.com email addresses on certain documents, or receive automated messages from @mmm.com addresses, for some time while we complete all system changes necessary to reflect the change in email domain.

In November 2023, 3M announced that Solventum will be the name of the planned, independent health care company following its spin-off, which is expected in the first half of 2024*. Solventum originates from two words: "solving" and "momentum." "Solving" captures the company's dedication to finding breakthrough solutions. "Momentum" symbolizes swifter, nimbler innovation. The new name represents how the independent health care company will focus on solving big health care challenges and emphasizes the tremendous impact it can make on the world.

We are committed to providing you with timely and consistent updates throughout this process to ensure a smooth transition. Please share this communication with all relevant individuals within your organization. We thank you for your business and look forward to working with you now and in the future. If you have any questions or concerns, please contact your local Health Care Business representative.

Best regards,



Laszlo Svinger
Vice President, Global Commercial Operations,
3M Health Care Business