

**FOR INTERNAL MONSANTO PURPOSES ONLY –  
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### Xtend Inquiry Investigation Guidance

#### GENERAL GUIDANCE

- Inquiry types:
  - Applicator: grower or custom applicator applied our MON product XMAX and is concerned about potential off-target movement (OTM)
  - Driftee: grower is concerned his/her crop may have been impacted by someone else's application of dicamba (unknown brand/source)
- **Do not go on an inquiry that has not been called into 1.844.RRXTEND.** (All growers on the grower list have called and registered their inquiry)
- Do not visit a driftee inquiry if the driftee is not a MON customer (seed brands, traits or crop protection):
  - The provided list of driftee growers prioritizes confirmed MON customers with 2017 purchase(s) of a Monsanto seed brand through GPOS data. Other growers may need to be confirmed as customers by the local TA/ABM.
  - If the fields allegedly impacted do not have a MON product on the acre (seed brand, trait or crop protection); contact your RAL for guidance before committing to visit the field.
- Do not visit an applicator inquiry if the grower used a dicamba product other than XMAX (i.e. ENGENIA, FEXAPAN or unknown dicamba product).
- If you have any question about whether a grower should be contacted or visited, contact your RAL for guidance first.

#### CONTACTING GROWERS CONFIRMED TO BE MONSANTO CUSTOMERS

- *I understand you have registered an inquiry with our 1.844.RRXTEND call number. I'm contacting you to follow up and ask a couple questions about your situation:*
  - Driftee:
    - *What crop, brand and variety, and traits are planted? Collect as much additional information from the "NOI OTM driftee questions.xlsx" document as practical on the phone call. If the fields allegedly impacted do not have a MON product on the acre (seed brand, trait or crop protection); contact your RAL for guidance before committing to visit the field.*
    - *I'd like to schedule a time with you to evaluate your field(s) and collect information. Please have all your observations information and any other pertinent information available when I visit.*
  - Applicator:
    - *What dicamba herbicide did you apply in the field(s) where you have concerns about off-target movement? Collect as much additional information from the "NOI OTM applicator hardcopy.xlsx" document as practical on the phone call.*
    - *I'd like to schedule a time with you to evaluate your situation. Please have all your application information available when I visit (application dates, products, rates, equipment used, products applied immediately prior to XMAX applications, etc.)*
- If you are called or requested to visit driftee growers who are not MON customers (seed, traits, crop protection), or applicator growers who used a dicamba product other than XMAX (i.e. ENGENIA, FEXAPAN or unknown dicamba product).
  - *We service products purchased by our customers at their request. We are unable to service products for growers who are not our current customers. We recommend you consider contacting your seed and/or crop protection providers and/or manufacturers.*

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**VISITING GROWERS**

- Investigation Questionnaire
  - Complete as many of the questions on the appropriate questionnaire (driftee or applicator) as completely as you can.
  
- What to look for during course of investigation and information collection:
  - Are symptoms consistent with those typically caused by dicamba?
    - Could symptoms potentially be caused by another non-dicamba factor?
      - Are there Xtend fields in the area with the same symptoms?
      - Environmental stress (high temperatures, drought, other)
      - Other non-dicamba herbicides or products applied to the field or drifted from another source field
  
  - Is there any known evidence of dicamba applications to Xtend soybeans in the area?
    - Could symptoms potentially be from a different nearby source of dicamba herbicide application (i.e. Status, DiFlexx, Clarity, Banvel or generics potentially applied to corn, pastures, small grains, roadsides, railways, etc.)?
  
  - Are symptoms consistent with something in the spray applications directly applied to the field itself?
    - Sprayer patterns vs. drift patterns
    - Graduated degrees of severity consistent with sprayer loads
    - Symptoms on weeds or plants in neighboring field edges, roadsides or residential landscapes
    - Patterns related to different sprayer loads, different sprayers or different tender loads or shuttles
    - Herbicides and/or adjuvants applied to the crop which can cause similar symptoms (Zidua, Dual, Warrant, Reflex, Crop Oil Concentrate, others)
  
  - Are patterns of symptoms consistent with movement from another application site?
    - Graduated symptoms from edge of field downwind
    - Irregular patterns consistent with wind gusts
    - Were application requirements followed (see questionnaire)?
  
  - Are the cause of and/or source of symptoms not apparent?
    - *It is not clear what caused the symptoms in this situation based on the available information and what I can observe here today. We are actively investigating and working with the states, university extension and other industry stakeholders to understand the facts in cases where dicamba has been alleged as the cause of symptoms to non-target crops. We will continue to communicate what we learn across the industry and will consider any modifications to our recommendations or training programs if appropriate.*
  
- Next step options you can provide for driftee growers:
  - *You might consider contacting your local university extension agent and crop insurance agent. If you want to file a complaint, contact your state Department of Agriculture*

**DON'T'S**

- Do not speculate or make absolute statements or conclusions
- Do not go into any field without a Monsanto customer's direct request and permission.
- Do not get into disputes between growers – do not take sides, render opinions or make recommendations
- Do not dismiss any issues or customer concern. Convey empathy and clear desire to understand facts, communicate learning to the industry and improve stewardship