

Dear Valued Customer,

In May of 2014, we had the opportunity to announce the formation of Ardent Mills. We advised that it would be a year of transition as we bring two great companies together, as one, to provide your organization with the best service, quality and innovation in the industry.

We are accomplishing this by focusing on building **TRUST, SERVING** your needs as well as the needs of our communities, and driving **SIMPLICITY** - all with **SAFETY** in mind.

In June of this year, we announced our selection of an Enterprise Solution that will serve as our single technology platform for Ardent Mills business operations. This new technology platform will simplify our day-to-day operations and position Ardent Mills to better serve our customers. We are now moving to bring together our customer intimate processes in our U.S. Flour and Puerto Rico Businesses. The transitions of these businesses will occur later this fall. Our Canadian and Innovative Bakery Resources Businesses will transition in the Spring of 2016.

Our goal in this phase is to align our people, processes and tools to ensure we serve your business right the first time. Some of the positive changes you will experience are:

Ordering Processes

- We are implementing an ordering system, which will simplify the process and improve our ability to serve your business effectively and efficiently.
- If you are a customer that utilizes EDI ordering, we will inform you of the upcoming changes and information to transition this process as smoothly as possible.
- We will eliminate the duplicative product numbers, and provide you with the one Ardent Mills product number to simplify your ordering process.
- We are currently working on updating our packaged products with Ardent Mills branding.

Delivery

- Your delivery documents such as Certificates of Analysis and Bills of Lading will provide the same information, but will have an Ardent Mills look and feel. As we get closer to the transition, we will provide you with examples of our new documents.

Finance

- Your payment process will be simplified as we consolidate our Lock Box locations.
- We will eliminate redundancy, by consolidating your ACH payments to one entity.
- We will make available innovative ways to manage financial transactions.

Contracting

- You will receive ONE contract for the products you buy from Ardent Mills.
- You will receive ONE accurate and timely contract balance report from Ardent Mills.

In the coming months, we will be communicating more details and sharing examples of the improvements we are making to serve your business. In the meantime, if you have questions please connect with your Ardent Mills sales representative for more information.

Regards,

Dean Grossmann

VP Sales, Ardent Mills