



Dear FedEx customer:

This letter is to inform you of our **new rates that will be effective starting January 6th, 2020**. The 2020 Rate Sheet and the changes in ancillary service fees, special handling fees and other charges that may affect your shipping rates are available at fedex.com as of December 1st, 2019.

In addition, please note that effective January 20th, 2020, FedEx Express will introduce surcharges to shipments that require additional handling or are oversized. Details on surcharges are also available at fedex.com.

We appreciate your trust in us for all your shipping needs and invite you to check our holiday operating hours for your area. Familiarizing yourself with our holiday schedule can help you ensure you exceed customer expectations and avoid any shipping delays.

As always, thank you for your business and we wish you a wonderful holiday season and a very successful 2020!

Sincerely,

A handwritten signature in black ink, appearing to read "R Shalia".

Rakesh Shalia
Vice President Marketing
Latin America & Caribbean Division
FedEx Express