



Dear FedEx customer:

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

In order to offer you more competitive rates, we have created a new zone for the Asia Pacific region (Zone G), which includes the countries: Brunei, Cambodia, China, South Korea, the Philippines, Hong Kong, Indonesia, Japan, Laos, Macao, Malaysia, Myanmar, Singapore, Thailand, Taiwan and Vietnam.

In addition, please note that effective January 20th, 2020, FedEx Express will apply surcharges to shipments that require additional handling or are oversized. Details of all surcharges, criteria, and rates 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", with a horizontal line underneath.

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