



December, 2011

Dear Valued FedEx® Customer:

At FedEx, we value the relationship we have with our customers and our goal is to provide you with fast, reliable, worldwide express delivery service for your time-sensitive documents and packages.

To continue providing the best possible service, effective January 2<sup>nd</sup>, 2012, FedEx Express will incorporate a slight rate increase and would like to highlight some cost saving shipping options available in your market – all backed by our Money-Back Guarantee:

- **FedEx 10kg & 25kg Box**, no tape, no string, no scissors and no more searching for an empty box – a packaging solution that allows you to ship your FedEx International Priority®, shipment at **flat rate**, up to 10kg or 25kg – value for your money.
- **FedEx International Economy®**, a cost effective alternative when shipping to international destinations for your less than urgent shipments with delivery in 4 to 6 business days.

To obtain the 2012 FedEx Express rate and service information in [fedex.com](http://fedex.com), you can:

- Use the rate tool application at [fedex.com/ratefinder/home](http://fedex.com/ratefinder/home) beginning Jan. 2, 2012.
- Download the Jan. 2, 2012, “FedEx Rate Sheet” beginning Dec.01, 2011.

If you have any questions, please contact your FedEx Account Executive or call us at 456-1649.

Sincerely,

A handwritten signature in cursive script that reads "F. M. Murkowski".

F. Michael Murkowski  
Vice President Marketing  
Latin America & Caribbean Division  
FedEx Express