



Dear FedEx customer,

Thank you for doing business with us. As we prepare to embark on the journey into 2024, we are excited to continue delivering the best possible service to our customers.

We would like to inform you about important details regarding our 2024 rates, changes to specific surcharges, and other valuable information we have for you.

- Our new rates will become effective on January 1<sup>st</sup>, 2024. They will be available in the Service and Rate Guide 2024 in the 'Rate Information' section at your local fedex.com page as of December 1<sup>st</sup>, 2023. Please visit our guide to learn more about the different options available to ship with us, our packaging solutions, and all the necessary steps to calculate rates.
- As of January 1<sup>st</sup>, 2024, we will lower the rates for Demand Surcharge (formerly called Peak Surcharge) for international shipments. Please visit your local fedex.com page in the 'Rate Information' section for more information regarding Demand Surcharge applicability, surcharge amounts, and more details.
- Starting January 15<sup>th</sup>, 2024, our Oversize Charge and Additional Handling Surcharge (Dimension, Weight, Packaging, Freight, and Non-Stackable) will be charged per eligible package/freight handling unit for international multi-piece shipments rather than per shipment.
- Our Clearance Services and related fees on international shipments will increase effective on February 5<sup>th</sup>, 2024. Please visit our [Clearance Services](#) page.

If you have questions or need further information, please contact your FedEx Sales representative or your local Customer Service Support team.

We truly appreciate your business and would like to wish you a wonderful holiday season and a very successful 2024!

Thank you for choosing FedEx,

Sincerely,

**FedEx Express**  
**Latin America and Caribbean Division**