



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 1st, 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 1st, 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 1st, 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 15th, 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 5th, 2024. Please visit our [Clearance Services](#) page.
- FedEx® International Connect Plus (FICP) is our day-definite delivery e-commerce service specially developed to meet the needs of e-commerce business and online shoppers. With transit times of 3 to 5 days into available markets around the world, shippers can benefit from speedy delivery at affordable rates, while their customers have more control over their delivery experience with FedEx Delivery Manager® International (FDMi).
- Additionally, we would like to remind you that for unexpected parcel and freight shipments that require a spot rate we have available our Last Minute Rates option to obtain attractive rates. To start saving money with this option, you just need to quote, confirm, and ship, it is that simple. For more details visit the 'Rate Information' page on [fedex.com](#) or log in into [fedex.com](#) and request a rate quote. Last Minute Rates are subject to availability.

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