



Dear FedEx customer,

Thank you for doing business with us. As we prepare to embark on the journey into 2025, we are excited to continue delivering the best possible service to our customers.

We would like to inform you about important details regarding our 2025 rates, changes to specific surcharges, and other valuable information we have for you.

- Our new rates will become effective on January 6, 2025. They will be available in the Service and Rate Guide 2025 in the “Rate Information” section at your local fedex.com page as of December 2, 2024. 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.
- Our Clearance Services and related fees on international shipments will increase effective on February 17, 2025. Please visit our [Clearance Services page](#).
- During times of elevated volumes, high demand for capacity, and increased operating costs across our network, FedEx implements Demand Surcharges. To stay informed about the latest changes about this surcharge, please regularly check the “Demand Surcharge” landing page in the “Rate Information” section of your local fedex.com 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 2025!

Thank you for choosing FedEx.

Sincerely,

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