

55 Glenlake Parkway, NE
Atlanta, GA 30328



November 18, 2011

Dear UPS Customer,

Thank you for choosing UPS[®]. Whether it's documents, packages or freight, UPS has solutions and technology to leverage the power of logistics to make your business work better.

In 2012, published rates for our services will increase. The increase enables UPS to continually expand and improve our portfolio of solutions as we invest in advancing the many ways we serve you. It's these advances that can make the service you offer your own customers even better.

2012 Rates Information

Effective January 2, 2012, UPS rates will increase as follows*:

- UPS Ground services will increase a net 4.9% through a combination of a 5.9% increase in rates and a 1 percentage point reduction in the UPS Ground fuel surcharge.
- UPS Air and International services will increase a net 4.9% through a combination of a 6.9% increase in rates and a 2 percentage point reduction in the UPS Air and International services fuel surcharge. Rates for UPS Next Day Air[®] remain up to 4% lower than our largest U.S. private competitor for similar services.
- UPS Next Day Air[®] Freight and UPS 2nd Day Air[®] Freight rates for shipments within and between the U.S., Canada and Puerto Rico will increase 5.9%. UPS 3 Day Freight[®] rates will remain unchanged.

To review these new rates, as well as changes to accessorial rates and customs brokerage fees, visit ups.com/rates.

Privacy Notice Changes

Beginning January 1, 2012, UPS will put into effect a new Privacy Notice. This Notice will provide more detail about personal information that UPS collects and explain how it is used. For more information on this updated Privacy Notice and to read a copy, go to ups.com/privacy.

Integrated Solutions for Greater Opportunities

Enjoy the efficiency that comes with entrusting your logistics to the world's largest package delivery network. We continue to lead with service and solutions that benefit you and your customers and clients.

- **Customizable deliveries** — UPS My ChoiceSM (ups.com/mychoice) evolves the home delivery experience and improves your customer's experience.
 - Receivers get package delivery pre-alerts and can schedule deliveries to fit their lives.
 - You can offer a higher level of customer care, giving clients the ability to customize package deliveries from you, which enhances brand reputation and repeat business.
- **Advanced technology** — Facilitates on-time deliveries and timely access to critical data.
- **Earlier deliveries in more places** — UPS serves more U.S. ZIP Codes by 8 a.m. than any other carrier.
- **Fast customs clearance** — UPS clears 99.6 percent of entries the same day, and with UPS Paperless[®] Invoice, you can reduce customs holds up to 56 percent.