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Dear Customer;

Thank you for choosing DHL as your international express shipping partner. At DHL Express we focus exclusively on providing comprehensive international services through our unparalleled global network that spans over 220 countries and territories. Our service performance is now better than ever with later pickups and earlier deliveries in many major metropolitan areas.

DHL is committed to providing our industry-leading international express delivery services in full compliance with US laws and regulations. Accordingly, we are augmenting our security and processing requirements for shipments going to countries where U.S. economic embargoes are in effect. As a result, there will be an additional charge to cover these security and processing measures for shipments to these countries. In addition to the standard shipping charges, a **Restricted Access Country** service charge of \$100 per shipment will apply for shipments to countries where U.S. economic embargoes are in effect, which currently includes: Cuba, Iran, Democratic People's Republic of Korea (North Korea), Burma (Myanmar), Sudan and Syria.

In addition, if you wish to ship to the above mentioned countries, you must be pre-approved by DHL. The pre-approval to ship to these countries must be obtained from our Trade Compliance team and needs to take place before the shipment is picked up or tendered to DHL. Because U.S. economic embargoes apply to shipments between the U.S. and the above countries, exporters must possess the required export licenses or qualify for legal exemptions under applicable laws and regulations. Please contact your sales representative to initiate the pre-approval process. If you have any regulatory questions, please feel free to contact our Trade Compliance team at 1- 859-817-8010 or by email at TradeCompliance.USA@dhl.com.

The service charge and new pre-approval policy are both effective as of March 1, 2010. On this date, shipment processing to the countries noted above will be discontinued for all customers who do not receive pre-approval from the Trade Compliance Team. Upon pre-approval, shippers will be provided a process for getting an updated EasyShip system that allows shipping to these countries.



At DHL, we are committed to offering the best value in the industry, and are excited about our strengthened capabilities for U.S. importers and exporters, including;

- **Fastest customs clearance possible.** We have five gateways strategically located across the U.S. means your shipments move at full speed. *In fact, nearly 95% of U.S. inbound shipments are cleared on the day they arrive.*
- **Increased shipment visibility.** All inbound and outbound shipments are monitored by the Quality Control Center at our main hub at the Cincinnati/Northern Kentucky International Airport. *We spot problems before they happen and take action as needed.*
- **Shipment handling by a team of Certified International Specialists.** Our groundbreaking training program keeps our staff up-to-date on the constantly changing rules and regulations of international shipping. *We are your specialists in international shipping.*

Should you have any questions about the Restricted Access Country service changes, please contact your local sales representative or call us toll-free at 1-800-225-5345. As the global leader in the shipping industry we look forward to taking care of all your shipping needs — in 2010 and for years to come!

Sincerely,

DHL Express U.S.