

Welcome! You've been selected to participate in a Premier Customer Service Program-Specialized Customer Routing. This premier program is designed especially for our preferred customers. We've created this easy-to-use, personalized service to provide you with direct access to a designated team of FedEx Customer Representatives.

Now get the help you need from **your** team of FedEx Customer Representatives. Your team resides in Sacramento, California and their hours of operation are Monday through Friday from 7:00 am to 5:00 p.m. Pacific Time. The Premier Customer Service Specialized Customer Routing network is available Monday through Friday from 4:30 am to 7:00 p.m. Pacific time. You always have access to our regular 800 GoFedEx Customer Service network 24 hours a day, 7 days a week.

To access your SCR Team, just call 1.800.GoFedEx (1.800.463.3339) and press nine after you hear "How may I help you?" Enter your local nine-digit account number and you will then be transferred to one of the SCR Team members who will be happy to help assist with your inquiry. We encourage you to call us with any priority issues so we can begin to work on it immediately.

Another option for routine requests would be to use our email support.

SCR email address: smf_scr@fedex.com

Our SCR email address for International shipping support is: intl_mem_scr@fedex.com

Sample requests for SCR support:

- * Answer questions about U.S. express and ground services.
- * Assist with tracking/tracing of important shipments.
- * Process your packaging supply requests.
- * Assist you with shipping-technology problems by connecting you to technical support.
- * Assist in retrieving packages sent in error.
- * Help locate missing shipments.
- * Use the Internet for signature proof of delivery (SPOD)
- * Assist with International shipping questions or tracking

Please review the attached document to get detailed information on our FedEx services, how to pack, how to ship and descriptive information about the tools on FedEx.com.

FedEx Customer Service is consistently ranked #1 in the industry. When you want quick and easy answers to your shipping-related questions, look no further than www.fedex.com/us/findsupport. Here you will be able to access information via the website 24 hours, 7 days a week, 365 days a year.

Many of our Customers have chosen to bookmark or place www.fedex.com/us/findsupport on their desktop to make the process of finding answers, resources, demos and downloads even faster.

Our goal is to provide a more personalized level of service for you. Thank you for choosing FedEx – we appreciate your business.

FedEx Premier Customer Service Support Team