



June 24, 2016

Dear Valued Customer,

UPS Mail Innovations has been monitoring a situation in Canada that threatens to disrupt deliveries to your Canadian customers. Negotiations between the Canada Post (CPC) and the Canadian Union of Postal Workers (CUPW) during the past 6 months have failed to yield an agreement. At this time, a complete work stoppage could occur as soon as July 2, 2016.

In the event of a full labor disruption, Canada Post will not operate. Mail and parcels will not be delivered and any new items will not be accepted. Mail and parcels within the postal system during a work disruption will be secured and delivered as quickly as possible once operations resume.

If Canada Post goes on strike July 2, we will continue to receive, process, bill and tender to the USPS & CPC until they instruct mailers to stop sending. Once they stop accepting mail and parcels, we will receive, process and HOLD your mail in our operations and will NOT bill you until it is released.

We currently process thousands of pounds of Canadian mail per day throughout our network and will only be able to hold mail and parcels for a period of one week. If the strike lasts longer than a week, we will ask customers to hold their Canadian mail and parcels within their own facilities until we are able to resume operations.

If you have any questions, please call your local UPS Mail Innovations account manager or call our Customer Support Team at 1-800-500-2224 prompt 2.

Thank you for your continued business.

A handwritten signature in black ink that reads "John P. Walsh".

John Walsh
Vice President, Business Development
Global Logistics & Distribution
UPS Supply Chain Solutions