



Good afternoon,

For the seventh year in a row, we have been an industry leader during the critical peak season – including an impressive 98.9% on-time delivery rate during [Cyber Week](#) in 2024. As we continue to leverage our track record of industry-leading service and reliability, we are insourcing our SurePost product, effective January 1. This product is an important part of the broad portfolio of end-to-end services available to UPS customers.

By leveraging the strength and flexibility of our integrated network, insourcing will allow us to control the SurePost volume from point-to-point, provide reliable service and meet our customers' needs more efficiently.

We will discuss our fourth quarter and full-year 2024 financial results, including peak season performance, and our outlook for 2025, during our fourth-quarter financial results investor conference call.

Kindest regards,

UPS Investor Relations