

Deutsche Post AG Zentrale 53250 Bonn

November 2019

Dear customer,

The uncertainty around Brexit continues to present a significant challenge for the business community. Although no business can plan with full certainty on the final Brexit negotiation outcomes, DPDHL is committed to supporting our customers in any reasonable way necessary to ensure the continued flow of goods and information in these extraordinary times.

In case of a Hard Brexit scenario unfolding, DPDHL foresees delays and hindrances which may affect your UK cross-border shipments and delivery times (inbound and outbound).

We continue working with our customers in assessing how we can best help prepare to overcome these hindrances and in alleviating potential logistics disruptions arising from UK's departure from the European Union to the extent possible.

In these particular uncertain times, and in the presence of immitigable risks and uncontrollable factors, DPDHL will responsibly handle all customer queries and concerns.

Deutsche Post Sales Europe will do the utmost to ensure that goods are transported between EU and UK in a timely manner, however we cannot avoid that general frictions might appear shortly after Brexit due to possible traffic jams and other delays which may occur due to customs clearance volumes and additional controls for safety reasons.

We would now like to inform you about the specific implications on our services in case of a Hard Brexit.

In case of a Hard Brexit, goods transported between the EU and UK need to be customs cleared, and all the usual procedures and rules apply as currently for any packet sent to destinations outside Europe.

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So in particular, customers who are using our international packet services will need to attach a CN22 customs declaration form to each packet and include commercial invoices. Packets under postal customs clearance are always 'Delivery Duties Unpaid' (DDU), i.e. applicable VAT, customs duties and handling fees are collected from the recipient. The sender of the goods is responsible for compliance with all customs regulations including the correct preparation of customs documents.

If you use our customer portal or the web interface (API) to generate Deutsche Post Packet labels, a CN22 customs declaration will be integrated into the labels if applicable. Further information can be found on www.deutschepost.com/integration.

Please note that Deutsche Post continues to offer a postal customs clearance with CN22 also for packets shipped out of the UK, there will be no commercial customs clearance. For mail items not containing goods sent as Deutsche Post Business Mail, there will be no change.

The product Deutsche Post Packet Return is only available for returns from countries inside the EU customs union. So in case of a Hard Brexit, Packet Return will not be available for returns from the UK. In case you are currently using a UK address for receiving Packet Return, we advise you to get an alternative return address within the EU.

If you have questions regarding Brexit, your local consultant will be happy to assist you.

Kind regards



Tony Cooper
Managing Director
Deutsche Post UK