

NO ONE KNOWS LATIN AMERICA LIKE WE DO.



Overnight shipping to keep your business on the fast track.

DHL
EXPRESS

Welcome to Latin America

Bienvenido a Latinoamérica

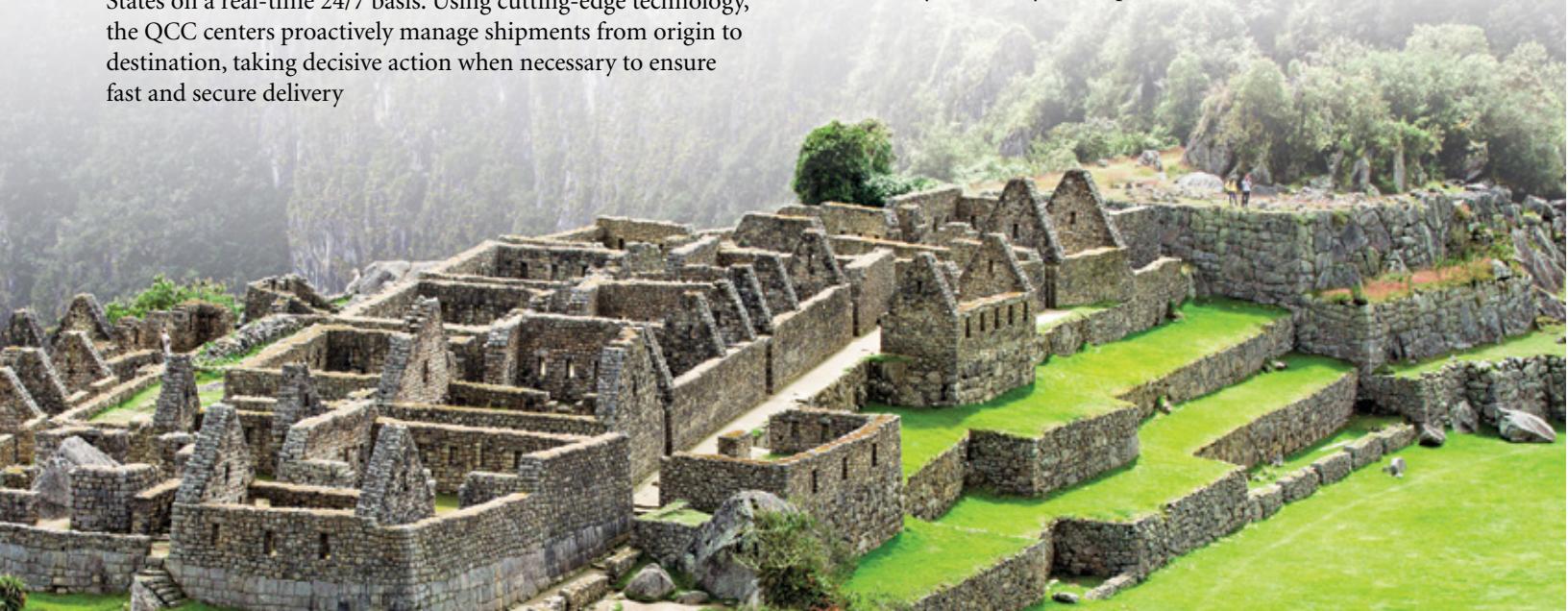
In 1978, DHL Express became the first express shipping company to offer service to parts of Latin America. Today, you can rely on DHL to keep your business moving, whether you're shipping time critical documents, technical equipment, coffee or flowers. Our newly expanded DHL Hub in Miami offers next day delivery to many countries in Latin America while providing more reliable service than ever.

SPEED WITH NO LIMITS

- Import: A variety of import services are available from key cities in Latin America – including 1 day delivery to Miami and 2 day delivery to many other U.S. cities
- Export: Exporting services to key cities in Latin America include – 1 day delivery from Miami and 2 day delivery from many U.S. cities, such as Chicago, Los Angeles and New York
- 1 day delivery between Miami (MIA) and Panama City (PTY) – the largest hub in Central America – quickly connects your shipments with key business centers in Ecuador, Venezuela, Colombia and Costa Rica. DHL also provides next day delivery from Miami to growing markets including Brazil, Argentina, Chile, Peru and more
- To support growing market volumes along the U.S.-Latin America trade lane, DHL Express expanded its Miami Hub in 2012. With over \$21 million invested towards a new, modernized hub and airline facility, the Miami Hub allows for increased speed, reliability, capacity and connectivity to and from Latin America
- DHL Express Quality Control Centers (QCC) located in Cincinnati, East Midlands, Leipzig and Singapore support local QCC teams as they monitor shipments to and from the United States on a real-time 24/7 basis. Using cutting-edge technology, the QCC centers proactively manage shipments from origin to destination, taking decisive action when necessary to ensure fast and secure delivery

SECURITY + CONVENIENCE = PEACE OF MIND

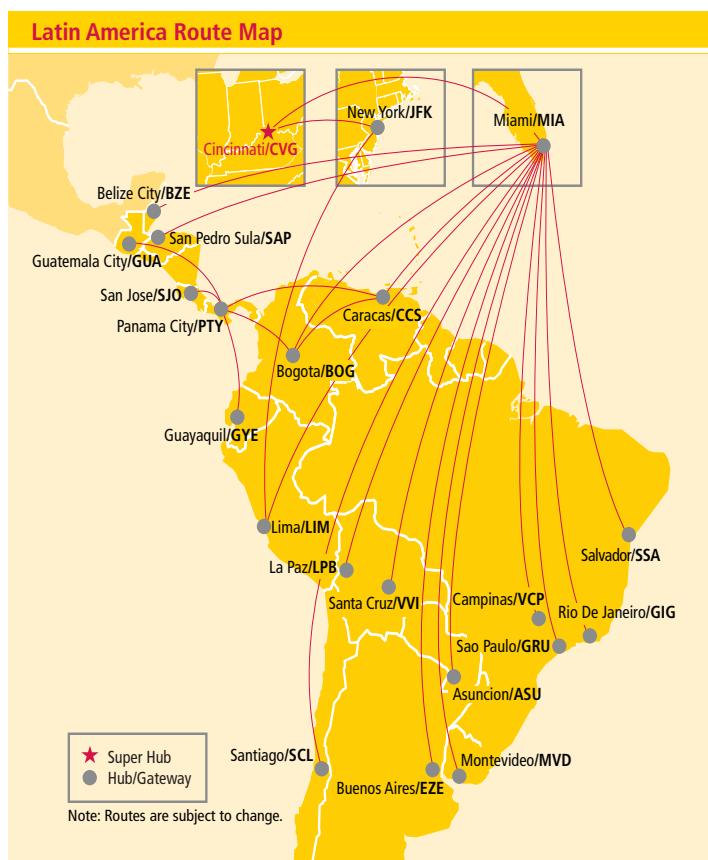
- DHL Express Colombia and Ecuador are certified by the Business Alliance for Secure Commerce (BASC), a business-customs partnership created to promote safe trade in cooperation with governments and international organizations
- DHL has more facilities with Transported Asset Protection Association (TAPA) certification than any other carrier. TAPA Certification is awarded to those who comply with the highest security standards. More than 250 DHL Express facilities around the globe have received TAPA certification, including all key North American hubs and gateways, as well as six facilities in Latin America
- Since 2003, DHL Express U.S. has been a member of the Customs-Trade Partnership Against Terrorism (C-TPAT), a voluntary initiative to improve international supply chain security. DHL is also a part of the Certified Cargo Screening Program (CCSP), a Transportation Security Administration endorsed program that enables cargo to be pre-screened. Both programs actively contribute to the security of U.S. borders and facilitate international trade
- All U.S. gateways and service center locations are equipped with Closed Circuit Television (CCTV) camera systems that constantly monitor your shipments





AWARD-WINNING RELIABILITY

- In 2014, DHL brought in top honors at the Annual Stevie Awards for Sales & Customer Service – winning 17 awards throughout its Americas Region including three bronze awards for Customer Service excellence in the U.S. and the most awards overall to DHL Globally
- In 2014, DHL was ranked for the first time on the U.S. Environmental Protection Agency's list of the National Top 100 users of green electric power



THE DHL DIFFERENCE: WHY WE'RE YOUR SPECIALISTS IN LATIN AMERICA

- As the first international express company in Latin America, DHL Express has been offering fast reliable service since 1978. Today, there is one international hub, eight gateways, 110 service centers, 3,800 employees and 800 vehicles that enable quick and secure deliveries across the region
- DHL has the largest infrastructure of any air express carrier in Latin America, with special emphasis on air routes to Panama, Ecuador, Venezuela, Costa Rica and Colombia
- DHL recently opened a state-of-the-art hub at the Tocumen International Airport in Panama City, Panama. This new hub further strengthens our air network in the Americas region, which serves more than 50 countries and territories in the U.S., Canada, Mexico, Latin America
- DHL Express U.S. has served the U.S. since 1969 and currently has more than 6,000 employees, 2,500 vehicles, two strategically-located hubs, two gateways and approximately 89 service centers, all focused on providing international shipping excellence
- Since 2009, DHL Express has invested over \$125 million in the U.S. Hub in Cincinnati (CVG) to create a state-of-the-art facility, equipped with the latest technologies and increased efficiencies. These enhancements enable DHL to provide U.S. customers shipping to and from Latin America with the highest level of service and reliability
- DHL Express U.S. and the U.S. Department of Commerce provides a variety of business resources to help expand your exports to Latin America with no cost or obligation to participate. To find out more, visit export.gov/dhl

Latin America Trade Lane Facts*

- » Latin America has 15% of the world's oil reserves, a third of the world's fresh water and large stocks of minerals
- » Latin America is home to over 600 million people and a rapidly growing middle class
- » Latin American economies are expected to show solid growth in 2013-2014. The consensus forecast is 3.3%-3.5% for the period, with some countries such as Panama, Chile and Peru, posting above average growth rates

*Sources: U.S. Department of State, 2014; The White House (www.whitehouse.gov); Office of the U.S. Trade Representative (www.usitc.gov), 2014; Central Intelligence Agency (www.cia.gov); International Monetary Fund, 2014; Congressional Research Service, Latin Trade, 2014; Latin America Trade Coalition, 2014; Business Panama, 2014; World Bank Group, 2014 (www.worldbank.org/lac)



ARGENTINA



Argentina is the second largest country in South America and benefits from rich natural resources, a highly educated population, a globally competitive agricultural sector and a diversified industrial base. With an estimated GDP of \$746.9 billion in 2012, the country's exports include soybeans and derivatives, corn, wheat, petroleum and gas. Imports include machinery, motor vehicles, petroleum and natural gas, organic chemicals and plastics.

- DHL Express Argentina infrastructure includes a gateway in Buenos Aires, as well as five main service centers, 97 vehicles and over 380 employees
- DHL is the region's market leader, with half of all courier exports and 18 third-party express centers



BRAZIL



Brazil is a key U.S. trade partner and by far the dominant power in the region, accounting for 40% of the GDP of Latin America and the Caribbean. With a GDP of \$2.223 trillion in 2012, Brazil's exports include transport equipment, iron ore, soybeans, footwear, coffee and automobiles. Imports include machinery, electrical and transport equipment, chemical products, oil, automotive parts and electronics.

- DHL Express Brazil currently operates four gateways and nine service centers, with over 250 vehicles and approximately 800 employees across the country
- DHL is the only international express company with more than 80 point-of-sales locations
- In 2014, DHL opened a new gateway in Viracopos (VCP), with a new nightly Customs process that allows for shipment clearance on the day of arrival, including weekends. As a result of the new process, import shipments from the U.S. to Brazil are delivered quicker than ever before

Transit Times*	
U.S. – Argentina	Transit Days
Miami to Buenos Aires	1
Chicago/New York/Los Angeles to Buenos Aires	2
Argentina – U.S.	
Buenos Aires to Miami	1
Buenos Aires to Chicago/New York/Los Angeles	2

Transit Times*	
U.S. – Brazil	Transit Days
Chicago/Los Angeles/Miami/New York to Sao Paulo/ Rio de Janeiro	2
Chicago/Los Angeles/Miami/New York to Belo Horizonte/Curitiba/Viracopos	3
Brazil – U.S.	
Sao Paolo to/Miami	1
Belo Horizonte/Curitiba/Rio de Janeiro/Viracopos to Chicago/Los Angeles/Miami/New York	2

*Transit times may vary by shipment type, origin and destination postal (zip) codes, commodity type, weekday shipped, pick-up time, shipment size and/or weight.

Sources: U.S. Department of State, 2014; The White House (www.whitehouse.gov); Office of the U.S. Trade Representative (www.ustr.gov), 2014; Central Intelligence Agency (www.cia.gov); International Monetary Fund, 2014; Congressional Research Service, Latin Trade, 2014; Latin America Trade Coalition, 2014; Business Panama, 2014; World Bank Group, 2014 (www.worldbank.org/lac)



CHILE



One of the wealthiest nations in the region, Chile's GDP was estimated to be \$319.4 billion in 2012. Strongly committed to free trade, Chile has welcomed large amounts of foreign investment. Exports include copper (one-third of the government's revenue), fruit, fish products, paper and pulp, chemicals and wine. Imports include petroleum and petroleum products, chemicals, electrical and telecommunications equipment, industrial machinery, vehicles and natural gas.

- DHL Express Chile operates one gateway and 17 service centers, with more than 80 vehicles and nearly 330 employees across the country
- Most shipments arrive at the DHL international gateway in Santiago (SCL) and are quickly processed and delivered within 14 regions and more than 20 cities in Chile



COLOMBIA



Colombia's GDP was estimated to be \$500 billion in 2012 and the country's exports include petroleum, coffee, coal, nickel, emeralds, apparel, bananas and cut flowers. Imports include industrial equipment, transportation equipment, consumer goods, chemicals, paper products, fuels and electricity.

- The recently approved U.S.-Colombia Trade Agreement offers new opportunities for U.S. companies by eliminating tariffs and other barriers to U.S. exports, as well as providing significant new access to Colombia's \$166 billion services market
- DHL Express Colombia currently operates 33 service centers in 479 cities, with 117 vehicles and over 500 employees
- Since 1999, DHL has been the only carrier in Colombia to be certified by the Business Alliance for Secure Commerce (BASC), a business-customs partnership created to promote safe international trade in cooperation with governments and international organizations
- DHL has two dedicated flights to and from Miami and Colombia each day

Transit Times*	
U.S. – Chile	Transit Days
Miami to Santiago	1
Chicago/New York/Los Angeles to Santiago	2
Chile – U.S.	
Santiago to Miami	1
Santiago to Chicago/New York/Los Angeles	2

Transit Times*	
U.S. – Colombia	Transit Days
Miami to Bogotá	1
Chicago/New York/Los Angeles to Bogotá	2
Colombia – U.S.	
Bogotá to Miami	1
Bogotá to Chicago/New York/Los Angeles	2

*Transit times may vary by shipment type, origin and destination postal (zip) codes, commodity type, weekday shipped, pick-up time, shipment size and/or weight.

Sources: U.S. Department of State, 2014; The White House (www.whitehouse.gov); Office of the U.S. Trade Representative (www.ustr.gov), 2014; Central Intelligence Agency (www.cia.gov); International Monetary Fund, 2014; Congressional Research Service, Latin Trade, 2014; Latin America Trade Coalition, 2014; Business Panama, 2014; World Bank Group, 2014 (www.worldbank.org/lac)

COSTA RICA



With an estimated GDP of \$58.6 billion in 2012, Costa Rica's exports include gourmet coffee beans, fruit, ornamental plants, sugar, beef, seafood, electronic components and medical equipment. Imports include raw materials, consumer goods, petroleum and construction materials.

- DHL Express Costa Rica operates one gateway, one service center, 43 vehicles and more than 150 employees in Costa Rica
- DHL covers more than 400 destinations in all the seven provinces of the country and can service every square mile — even the most rural and hard to reach places

ECUADOR



Ecuador is dependent on its petroleum resources, which account for more than half of the country's export earnings and approximately one-third of public sector revenues. The GDP for Ecuador was estimated at \$134.7 billion in 2012 and the country's major exports include petroleum, bananas, flowers, shrimp, cacao, coffee, wood and fish. Imports include industrial materials, fuels, lubricants and nondurable consumer goods.

- With over 250 employees, DHL Express Ecuador operates one gateway, four service centers, 56 retail locations and 44 vehicles
- Since 2001, DHL Express Ecuador has been certified by the Business Alliance for Secure Commerce (BASC), a business-Customs partnership created to promote safe international trade in cooperation with governments and international organizations

Transit Times*

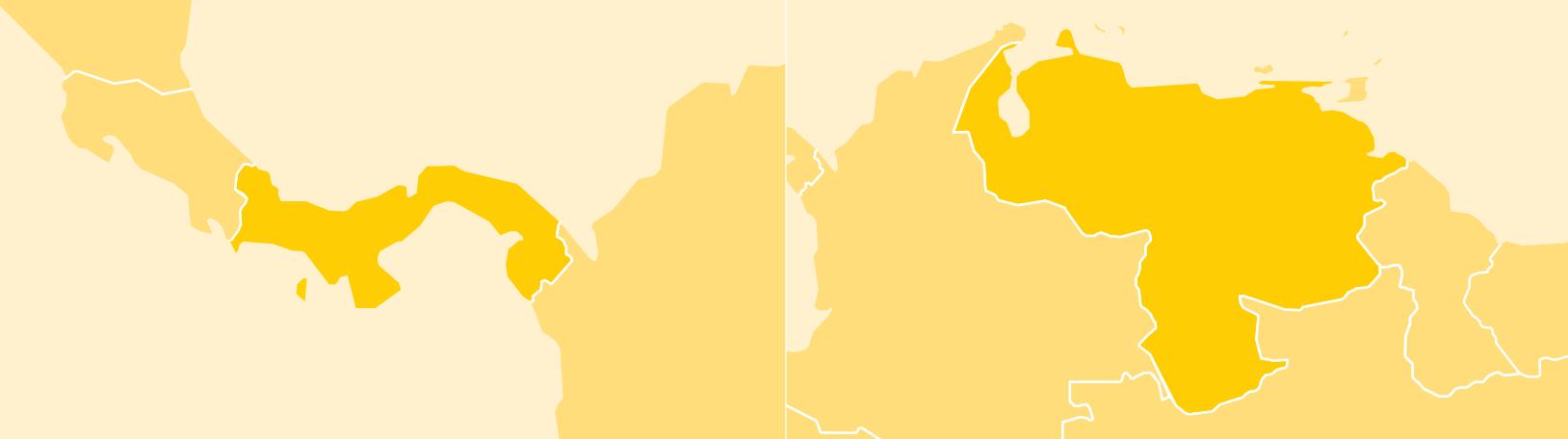
U.S. – Costa Rica	Transit Days
Miami to San José	1
Chicago/New York/Los Angeles to San José	2
Costa Rica – U.S.	
San José to Miami	1
San José to Chicago/New York/Los Angeles	2

Transit Times*

U.S. – Ecuador	Transit Days
Miami to Guayaquil	1
Chicago/New York/Los Angeles to Guayaquil	2
Ecuador – U.S.	
Guayaquil to Miami	1
Guayaquil to Chicago/New York/Los Angeles	2

*Transit times may vary by shipment type, origin and destination postal (zip) codes, commodity type, weekday shipped, pick-up time, shipment size and/or weight.

Sources: U.S. Department of State, 2014; The White House (www.whitehouse.gov); Office of the U.S. Trade Representative (www.ustr.gov), 2014; Central Intelligence Agency (www.cia.gov); International Monetary Fund, 2014; Congressional Research Service, Latin Trade, 2014; Latin America Trade Coalition, 2014; Business Panama, 2014; World Bank Group, 2014 (www.worldbank.org/lac)



PANAMA



Panama's Colón Free Trade Zone is a massive entity from the Atlantic gateway to the Panama Canal that is dedicated to re-export an enormous variety of merchandise to Latin America and the Caribbean. With an estimated GDP of \$56.8 billion in 2012, Panama exports bananas, shrimp, sugar, coffee and clothing. Panama's imports include capital goods, foodstuffs, consumer goods and chemicals.

- DHL Express Panama has a state-of-the-art hub at the Tocumen International Airport in Panama City
- This important facility strengthens the DHL air network in the Americas region, which serves more than 45 countries and territories in the U.S., Canada, Latin America and the Caribbean
- DHL currently operates one service center, one hub, 33 vehicles and over 170 employees in Panama
- With the U.S.-Panama Trade Agreement, 87% of U.S. exports to Panama are now duty-free and U.S. businesses have improved access to Panama's \$21.8 billion services market

Transit Times*	
U.S. – Panama	Transit Days
Chicago/Miami/New York/Los Angeles to Panama City	1
Panama – U.S.	
Panama City to Chicago/Miami/New York/Los Angeles	1

VENEZUELA



With the largest proven oil reserves in the world, Venezuela is a leading exporter of petroleum. The country had an estimated GDP of \$402.1 billion in 2012. In addition to petroleum, exports include, bauxite and aluminum, minerals, chemicals and agricultural products. Imports include raw materials, agricultural products, grains, machinery and equipment, transport equipment and construction materials.

- DHL Express Venezuela operates one international gateway, 11 service centers, 100 retail locations with 119 vehicles and over 600 employees
- DHL offers the latest cut-off times for service from the U.S. to Venezuela, with 1 day transit time from South Florida and 2 days from the rest of the United States

Transit Times*	
U.S. – Venezuela	Transit Days
Miami to Caracas	1
Chicago/New York/Los Angeles to Caracas	2
Venezuela – U.S.	
Caracas to Miami	1
Caracas to Chicago/New York/Los Angeles	2

*Transit times may vary by shipment type, origin and destination postal (zip) codes, commodity type, weekday shipped, pick-up time, shipment size and/or weight.

Sources: U.S. Department of State, 2014; The White House (www.whitehouse.gov); Office of the U.S. Trade Representative (www.ustr.gov), 2014; Central Intelligence Agency (www.cia.gov); International Monetary Fund, 2014; Congressional Research Service, Latin Trade, 2014; Latin America Trade Coalition, 2014; Business Panama, 2014; World Bank Group, 2014 (www.worldbank.org/lac)



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