

Changes Start September 5th Are You Ready?

Important changes for our U.S. Regulated Waste and Compliance Services customers are happening next week!

At Stericycle, we protect what matters, which includes the health and well-being of your business and your customers. We are not changing the safe, reliable Stericycle services and team members who ensure that we protect you, your customers and your community every day; or the continued support to help you protect the environment and manage your compliance risks. But we are changing and improving our systems and processes to make it easier for you to do business with us.

MARK YOUR CALENDAR – AFTER SEPTEMBER 5TH:

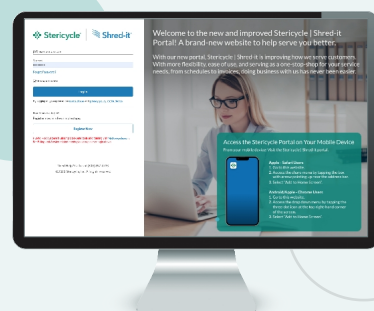
1

Re-Register at MyStericycle Customer Portal!

Visit [MyStericycle.com](https://www.stericycle.com) and register using your **new account number*** to access all your account information. Once registered:

- Validate and/or update your account information – business hours, address, and phone
- Ensure your billing and email address is correct to receive notifications and invoices

*Your new account number was sent in a separate email.

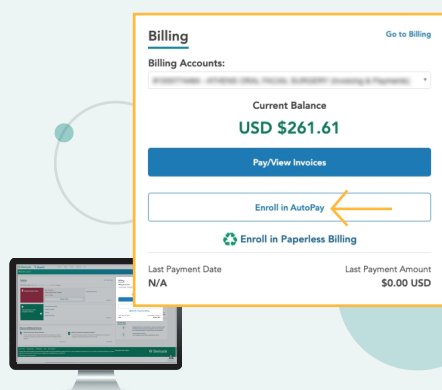


Register Now

2

Enroll or Re-Enroll in AutoPay

Visit [MyStericycle.com](https://www.stericycle.com) and register to make bill paying effortless. **Please note**, that your previous payment method will not be used for future automatic payments.

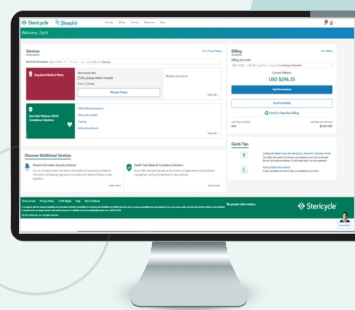


3

Explore the Newly Redesigned MyStericycle

Your customer portal, accessible 24/7 is your tool to:

- Manage your regulated waste and Shred-it® secure information destruction services all in one place to: view and pay invoices, schedule or change pickups, and retrieve your proof of service or manifests
- Request additional services
- Manage your account on all of your devices
- Access Sofia chat bot for quick answers



4

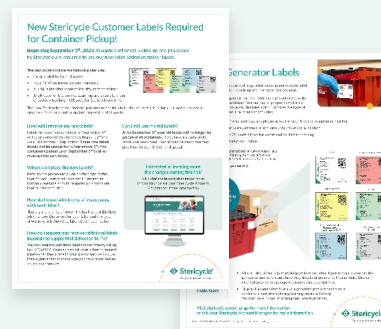
Apply Your New Waste Labels and Train Your Staff for a Compliant Waste Program

Ensure your new customer labels are applied to your waste for pick up **on September 5th or after** and train your staff of the change. Labels will be provided by your local driver or account manager to ensure the full chain of custody tracking for your medical waste.

Display the guide and other Stericycle provided posters near waste containers to help maintain an efficient and compliant waste program.

New Label Reference Guide Sheet

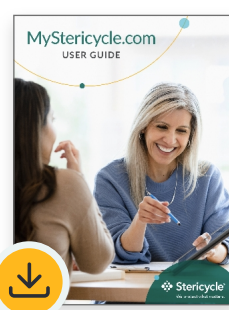
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Need Help Navigating MyStericycle?

Review the user guide to make the most of your MyStericycle.com experience and to answer your questions.

Download



If you have any questions or to learn more, please visit us online at [stericycle.com/change](https://www.stericycle.com/change), call 866-783-7422, or email us at customer-relations@stericycle.com.