

# COMING SOON

## Stericycle is changing to better serve you!

May 2023

Dear Valued Customer,

In early 2020, we shared the exciting news that our organization was undergoing a business transformation to modernize our systems and better serve our customers. This transformation is a multi-year effort, designed to bring our company and customers onto one central technology and data system.

As we look ahead, I am pleased to share that we are ready to move forward with our Regulated Medical Waste Management and Compliance Services transformation for many of our U.S. customers. Beginning in early fall, we will begin bringing you an enriched experience that improves processes, increases efficiencies, and enhances our customer service.

### PREPARING FOR THE TRANSFORMATION:

We are excited about these upcoming changes and are preparing our team members to support you through this transformation. While we are changing for the better, our dedication to protecting the health and well-being of patients, staff, and communities remains the same. Our customer service representatives, sales team, and drivers are all ready to assist you.

You will notice these changes beginning this fall:



Improved Invoice



Enhanced Service Notifications



Redesigned Customer Portal

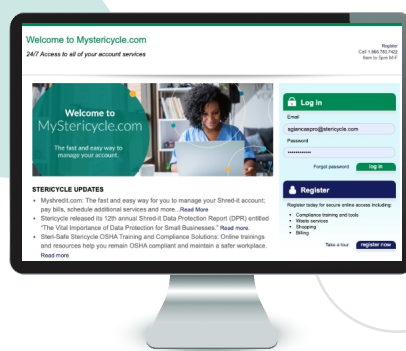
To learn more about these exciting changes and find a detailed overview of enhancements to your invoice, scheduling notifications, and customer portal visit us at:

[Stericycle.com/change](https://stericycle.com/change)

**The most important way you can prepare for a smooth transition is by helping us validate your customer information!**

Please visit your portal site and validate your name, email address, phone number and billing address. If you do not currently have a customer portal account, get started today.

[MyStericycle.com](https://MyStericycle.com)



You may also call 866-783-7422 to update your customer information with a Customer Experience representative or send us an email at [customercare@stericycle.com](mailto:customercare@stericycle.com) with your updated information.

Once again, thank you for entrusting us to protect what matters.

Sincerely,

Cory White  
Chief Commercial Officer  
Stericycle, Inc.