

COMING SOON

An Improved Stericycle Experience!

Coming this fall, we are planning some important changes for our U.S. Regulated Medical Waste Management and Compliance Services Customers.

WHAT IS CHANGING?



New and Improved Customer Portal

An updated online tool to manage many of your services and pay your bills.



New Invoice

A new invoice layout, new fields, and all your regulated medical waste services on one invoice.

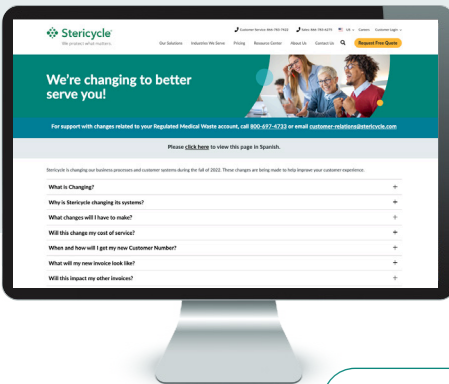


New Service Notifications

Improved insights into service delivery calendar allowing better planning for customers.

WHEN WILL THESE CHANGES HAPPEN?

These changes will begin in early Fall. Watch for more detailed information including dates to come from your Stericycle account rep or at [Stericycle.com/change-coming](https://www.stericycle.com/change-coming).



WHAT DO I NEED TO DO? ▶

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System and process changes sometimes include disruptions. We will do our best to prevent any service disruptions. Please contact our Customer Experience team for any support you may need.

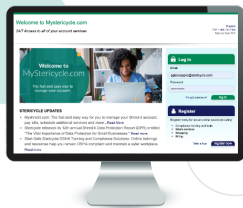
Your accurate customer contact information, including email and street address, is crucial to ensure you receive communications and keep you informed.

To prepare:

- Visit your customer portal at **MyStericycle.com** and **verify or correct your contact and billing information.**

If you do not have access to a portal account, and need your account information updated, send an email to our Customer Experience team at **customercare@stericycle.com**.

- Watch for email communications and add **@stericycle.com** to your safe email list.



Look for a special email and a “CHANGE IS COMING” guide in late summer with details on how to receive your new customer number and portal login information.

WHAT IF I'M A SHRED-IT CUSTOMER, DO I HAVE TO MAKE THIS CHANGE AGAIN?

If you are a Stericycle customer who only uses our Shred-it® Secure Information Destruction service, you will not see any additional changes. If you also have Regulated Medical Waste Management and/or Compliance services, you will receive a new invoice, a new customer number, and a new customer portal.

To learn more about these changes, please visit:
stericycle.com/change-coming,
call your account manager, or call **866-783-7422**.

We are planning these changes to better serve you, your patients, staff, and our communities. Thank you for your loyalty. We look forward to continuing to help you **protect what matters**.

