

■ **Revised FAC/Brokerage Claim Process in the U.S.**

January 26, 2010

To: All Freight Forwarders (FF) Claiming FAC/Brokerage,

Hapag-Lloyd is modifying its process for handling Forwarder Agency Commission (FAC) to better comply with the Regulations of the Federal Maritime Commission (FMC), Section 515.42(b) - Certification required for compensation. This change will ensure both our organizations are compliant with the regulations.

Effective February 1, 2010, we will be sending you a statement containing a list of all shipments which our systems indicate you are due commissions. Upon receipt of the statement we would kindly request that you review the shipments to ensure that the services you performed comply with the services you are entitled to receive FAC on per the FMC regulations.

Kindly certify the cover page by including your FF License number in the space provided, sign the statement and immediately return to us. Upon our receipt of the statement we will release payment for the certified shipments.

We regret that we will not release any shipments for payment unless they are certified by you.

This process change will assist both our organizations in complying with the FMC regulations. We look forward to working with you using this new process. Should you have any questions, kindly contact your local Hapag-Lloyd sales office.

Kind regards,

Hapag-Lloyd AG