

■ View “Rate of Exchange” online via Hapag-Lloyd website

June 29, 2010

Dear Customer,

Further to the introduction of our [Global Rate of Exchange Rule](#) which took effect on April 1st 2010, we now offer a new useful feature on our Hapag-Lloyd website in support of your business requirements. This feature permits online access to general [Rate of Exchange](#) information.

Independently from your individual shipment, you can now easily look up general Rate of Exchange data for specific vessels, voyages and ports.

Main characteristics and hints on best usage:

- Easy viewing of global Rate of Exchange information (“RoE”).
- No individual “Log in” procedure necessary.
- RoE data can be obtained as early as 7 days prior to vessel departure/arrival.
- For adequate results, ensure tariff currency is selected as applicable in the required trade (default US \$) , and invoice currency reflects the typical standard in which you receive Hapag-Lloyd freight invoices.
- Kindly remember to always include first port of loading respectively last port of discharge in your search to ensure correct display of data. This is particularly important for transshipment business.
- RoE information will be displayed for selected schedule data, based on relevant Hapag-Lloyd Tariffs.
- You have the option to filter your search by either port of loading or port of discharge.
- The search can be narrowed down by inserting either vessel name or voyage number.
- Import and export voyages can be distinguished by verifying the schedule voyage number

Your main benefits:

- Fast access to general rate of exchange information
- 24 / 7 availability and independence from office hours
- Easy to use “straight forward” application
- Saves on time and communication expenses (Phone, Email)

Kindly note:

Your specific shipment related RoE will be determined upon finalizing your B/L or Sea Waybill and applied for your Hapag-Lloyd freight invoice.

The same RoE rule applies for both Hapag-Lloyd website and the shipment . If vessel, voyage and port details on the Web application match your consignment details, the RoE information shown on the result-screen should be identical with your RoE stated on the Hapag-Lloyd invoice.

Please be aware that the RoE date may be adjusted until 8 days prior vessel departure / arrival respectively. From day 7 onwards the RoE date is fixed and will not change.

Accordingly, any invoice disputes that may arise in this context, can only be verified on basis of your individual shipment related RoE data, which can be viewed on our online Business section, under [MY SHIPMENTS](#).

We trust you may find our new online “Rate of Exchange” feature helpful in supporting your business requirements.

For further questions please do not hesitate to contact your local Hapag-Lloyd sales or customer service representative.

Kind regards,

Hapag-Lloyd AG