



December 2007

# CustomerNEWS



Dear Hapag-Lloyd Customer,

We are pleased to present the December edition of our Customer News, informing you about the latest developments within Hapag-Lloyd.

This Customer News provides information about the following subjects:

- Service Enhancements
- Security Changes
- Trade Information
- Naming of 'Hanover Express'
- Hapag-Lloyd Expanding in China
- New Product Brochures

In case you require any further information or have any questions, please contact your local Hapag-Lloyd office or visit our website [www.hapag-loyd.com](http://www.hapag-loyd.com).

We thank you for your continued support and wish you and your families all the best for 2008!

Kind regards,

Hapag-Lloyd





## ■ Service Enhancements

### ● EEX Fleet Modernization

Hapag-Lloyd has replaced the two chartered vessels 'MV Perth' and 'MV Hertfort' in the European Express Service with larger and modern vessels: 'MV Eilbek' and 'MV Reinbek', both built in 2005. The employment of these vessels offering a speed of 20 knots allows us to cope even with the delays originating from current congestions in Mediterranean and North Continent ports. Furthermore this fleet modernization increases the Hapag-Lloyd capacity and enhances the number of reefer plugs on this service.

We trust that this adopted measure will result in an improved service quality and reliability of the EEX Service.

### EEX Service Rotation



### New Fleet of EEX Service

Vessel	Capacity
Eilbek	1,638 TEU
Reinbek	1,638 TEU
Cape Falster	1,200 TEU
Aglaiia	1,216 TEU

## ■ Service Changes

Since the last edition of the Customer News Hapag-Lloyd has implemented several service changes in order to streamline the scope of our services. All service changes are available in the annex 1.

## ■ Security Changes

### ● New Terminal Security Fee in Portugal

A terminal security fee of 6.00 EUR per container will be implemented in Lisbon and Leixoes, applicable to all import and export units, but excluding transhipments.

Effective dates:

Lisbon: January 1<sup>st</sup>, 2008

Leixoes: January 7<sup>th</sup>, 2008

### ● Increased Terminal Security Fee

Occasioned by the increase of the respective terminals, the Terminal Security Fee in Montreal, Quebec will increase from 3.00 USD to 7.00 USD effective January 1<sup>st</sup>, 2008 – for import and export containers, including transhipments.

### ● Siscarga: Effective Date postponed

The effective date for the new customs regulations in Brazil / Siscarga has been postponed by Brazilian Customs. We will inform you once this date has been announced.

### ● Authorized Economic Operator (AEO) / New EU Commission Regulation

In the course of the implementation of the new Customs Regulation 1875/2006 within the European Union, the status of an 'Authorized Economic Operator' (AEO) will be implemented, among other projects, as of January 1<sup>st</sup>, 2008. AEO includes importers, exporters, brokers, carriers, consolidators, ports, airports, terminal operators, warehouses etc. within the European Union.

Security has a high priority in the shipping sector. It is also a key element of Hapag-Lloyd's corporate philosophy. Therefore it has been decided that Hapag-Lloyd will apply for the 'Authorized Economic Operator Certificate of Customs Simplification / Security and Safety'.



The application will be sent to the local Customs administration within January 2008. The maximum time frame of Customs to certify the applicant is up to 300 days.

We will keep you posted on further developments.

## ■ Trade Information

### ● New Tariff Currency in North Europe – Australia / New Zealand Trade

Hapag-Lloyd, as the leading independent carrier in the North Europe – Australia / New Zealand trade, will change its tariff currency from USD to EURO effective April 1<sup>st</sup>, 2008. Basis for the rate of exchange (ROE) will be the average ROE from 4<sup>th</sup> quarter 2006 up to and incl. 3<sup>rd</sup> quarter 2007.

To further improve the service quality and reliability of our North Europe – Australia / New Zealand product, the port of Brisbane will be served with the Hapag-Lloyd own feeder network via Sydney with immediate effect.



With the new schedule of the Australia-New Zealand via Suez Service, Hapag-Lloyd offers a comprehensive service that is precisely tailored to our customer requirements.

### ● Increase in Carrier Demurrage Charges at US Rail Terminals (Imports)

Due to rising costs associated with power supply and monitoring of temperature controlled containers at rail terminals, Hapag-Lloyd is obliged to increase the carrier demurrage charges effective January 1<sup>st</sup>, 2008 as follows:

- Increase in demurrage charges for Carrier Own Temperature Controlled equipment (refrigerated and tank; operating) from 225 USD to 350 USD per day
- Implementation of a respective charge for Shipper Own Controlled equipment (refrigerated and tank; operating) of 125 USD per day with the following free-time: day of initial interchange plus one working day, excluding Saturdays, Sundays and holidays

### ● Terminal Situation in Southampton

Although the congestion situation in Southampton has slightly eased compared to previous reports, the situation remains challenging and Hapag-Lloyd will continue to work towards the minimization of schedule disruptions. Together with its Grand Alliance partners, Hapag-Lloyd is investigating to move the diverted Atlantic Services 'Gulf Atlantic Sprint Service' (GAX) and the 'Gulf Mexico Express' (GMX) back from Tilbury to Southampton by end of January 2008.

Furthermore, the Grand Alliance partners are currently reviewing their overall product for 2008 by also taking the present situation in Southampton into consideration.

In this context it is expected that the Far East/Europe service structure will be finalized within short, but in the meantime the Loop EU 4 SOU withdrawal will be extended until at least end of January 2008.

### ■ Naming of 'Hanover Express'

Hapag-Lloyd has expanded its fleet with another 8,750-TEU containership. The 'Hanover Express' was named on November 6<sup>th</sup>, 2007 at Hamburg's Container Terminal Altenwerder (CTA) by Gabriele Frenzel, wife of Dr. Michael Frenzel, chairman of the TUI AG executive board.



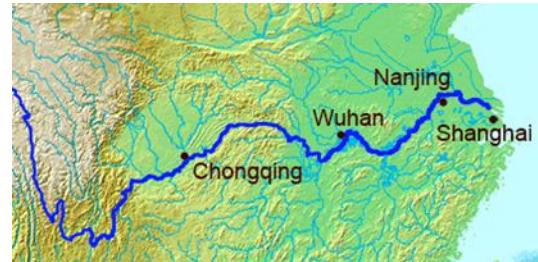
With a length of 335 metres and breadth of 43 metres, the 'Hanover Express' is currently one of the largest container ships in the world. The vessel which was built by Hyundai Heavy Industries in Ulsan, South Korea, will be deployed in the EU3 loop between Europe and Asia.

In addition to this newbuilding, Hapag-Lloyd will incorporate 10 further vessels of the same class into the fleet until 2010. The 'Bremen Express' will be the next new ship to be named in Bremerhaven on March 3<sup>rd</sup>, 2008.

#### ■ Hapag-Lloyd expanding in China

Hapag-Lloyd has increased the number of its representatives in China and has opened a Representative Office in Chongqing beginning of November 2007.

Situated along the Yangtze River, Chongqing has the largest inland river port in Western China, about 2,000 kilometres west of Shanghai. With a population of about 32 million people, Chongqing is officially considered as the world's biggest city.



Chongqing possesses railway and highway connections to the neighboring provinces as well as an international airport. Barge traffic connects the port of Chongqing with Shanghai with a transit time of about 12 days.

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#### ■ New Product Brochures

Hapag-Lloyd is pleased to present two new product brochures: Asia and Intra-Asia. Both brochures offer a comprehensive overview of all Hapag-Lloyd liner services in these trades. Please contact your local Hapag-Lloyd office to obtain copies of these brochures.





**Annex 1: Service Changes**

**Asia - Europe Services**

**Europe - Asia Loop 3 / EU3**



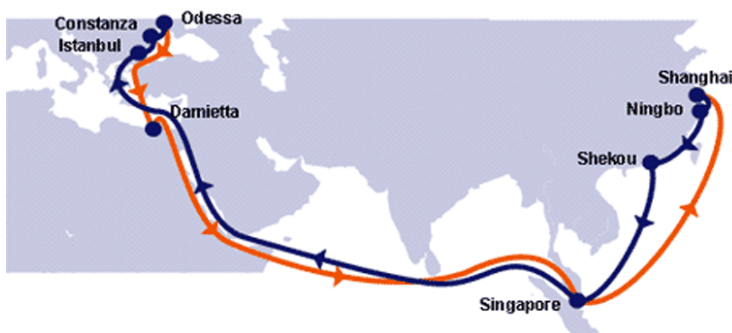
- The port call at Yantian was replaced by Shekou end of October 2007.

**Indian Ocean Service - Loop 2 / IOS2**



- End of October 2007 the port rotation in North Europe changed to Le Havre, Rotterdam, Tilbury instead of Felixstowe and Hamburg. In addition the northbound call at Marsaxlokk was dropped.

**Asia - Black Sea Express / ABX**



- Port calls at Damietta westbound and Izmir will be omitted as of January 2008.

**Trans - Pacific Services**

**India - America Express Service / INDAMEX**



- A port call at Port Muhammad Bin Qasim was added beginning of September 2007, while Colombo was dropped.



**Central China Service / CCX**



- The Central China Service (CCX) and the North China Express (NCX) have been amalgamated during the winter time. Respectively the CCX calls additionally at NCX ports as of mid of October 2007.

**North Atlantic Services**

**Atlantic Express / ATX**



- An eastbound call at Charleston was added beginning of October 2007.

**Gulf Mexico Express / GMX**



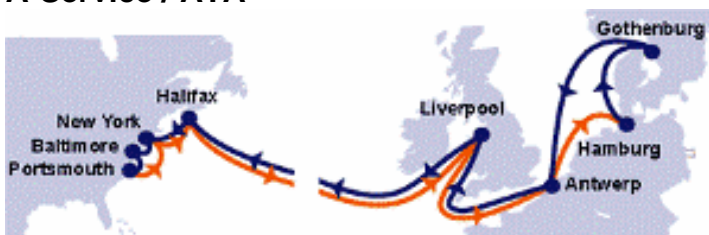
- The port call at Southampton was replaced by Tilbury beginning of October 2007. At the same time the European rotation changed to Tilbury, Antwerp, Bremerhaven and Le Havre.

**Gulf Atlantic Sprint Service / GAX**



- The port call at Southampton switched to Tilbury beginning of October 2007.

**A-Service / ATA**



- Bremerhaven will be replaced by Hamburg in January 2008.



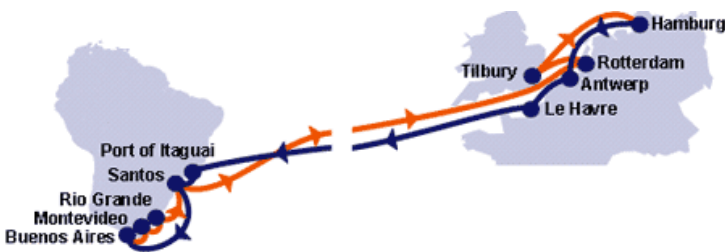
**Med Pacific Service/ MPS**



- In addition to the westbound call Valencia has been called inbound since mid of November 2007.

**Latin America Services**

**Brazil and River Plate Express Service - Loop 1 / SAEC 1**



- The port call at Pecem was dropped mid of November 2007.

**Gulf Caribbean Service / GCS**



- The port call at Puerto Cabello was dropped mid of September 2007. At the same time Caucedo was added, now being called before San Juan.

**Brazil - Eastcoast Express / BEX**



- The southbound port call at Santos was dropped beginning of November 2007.
- In addition port calls at Puerto Sucre, Puerto Cabello and Salvador northbound were dropped in December 2007, respectively January 2008.



**Australia / New Zealand Services**

**Oceania Service / OCE**



- A port call at Napier was added beginning of November 2007.

**Australia-New Zealand via Suez Service / ANS**



- The port call at Brisbane was dropped mid of November 2007.

**IRT Services**

**Mexico Chile Service / MXP**



- The port rotation and coverage of both strings were changed. A port call at Païta, Peru was added end of October 2007.

**European Express Service / EEX**



- The port call at Southampton switched to Tilbury end of October 2007.