



March 2008

CustomerNEWS



Dear Hapag-Lloyd Customer,

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

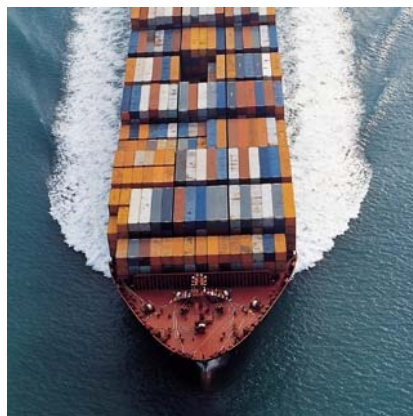
This Customer News covers the following topics:

- Service Enhancements
- Security Changes
- Trade Information
- E-Business: New Features on www.hapag-lloyd.com
- Naming of the 'Bremen Express'
- Six Newbuildings ordered
- General Information

In case you require any further information or have any questions, please contact your local Hapag-Lloyd office or visit our website www.hapag-lloyd.com.

Kind regards,

Hapag-Lloyd





■ Service Enhancements

● North Europe – South Europe: New EEX Services

Since mid of February 2008 Hapag-Lloyd is co-operating with MSC on the North Europe to Greece and Turkey trades succeeding the former EEX Service.

This agreement allows Hapag-Lloyd to offer two new Services (EEX 1 / EEX 2) with two sailings per week between North Europe and Izmir / Piraeus, while Istanbul, Gemlik and Thessaloniki will be served on a weekly basis. The slots can be used between all ports on both services, which also include sufficient reefer plugs.

European Express Service 1 / EEX 1



European Express Service 2 / EEX 2



In order to offer the best possible service to and from Hamburg and Bremerhaven, Hapag-Lloyd will offer a dedicated feeder service connecting the German ports with the EEX services via Antwerp and Le Havre. The EEX services are rounded off by dedicated weekly feeder links between Scandinavian ports and Antwerp and vice versa.

● North America – South Africa: Restructured NAA Service

We have restructured our service between North America and South Africa. The service (NAA) has been completely re-designed offering continued direct calls of Montreal, Canada as well as Durban and Cape Town, South Africa. The direct connection between Canada and South Africa enables a transit time of 28 days from Montreal to Durban as of mid of March. US cross border intermodal services are offered via Montreal and South African intermodal services via Durban. As this monthly service focuses on dry and refrigerated containers, we regret that we are no longer able to accommodate break-bulk cargo.

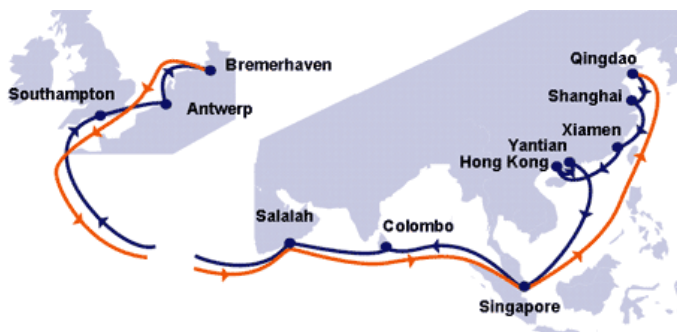
● North Europe – West Africa: Enhanced West Africa Service

A new vessel, the MV 'San Francisco', will be deployed in the West Africa Service (WAX) as of mid of this month. The fourth vessel is an investment in schedule reliability and will upgrade our service network to Africa. Whereas the service rotation and the round voyage time remain unchanged, the sailing frequency has improved to 9 days.

● Asia – North Europe: Changes of New World Alliance Services

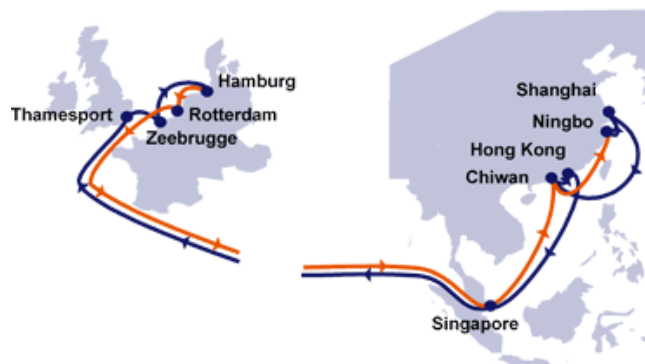
One vessel has been added to the Far East services of the New World Alliance NW1, NW2 and NW3. Consequently, NW1 and NW2 are now being operated with 9 vessels, and the NW3 service with 8. Moreover, there have been some changes to the port rotation of NW2 and NW3.

Europe - Asia Loop 6 / NW2





Europe to Asia Loop 7 / NW3



• Australia / New Zealand – US East Coast: Improved ANP Service

Hapag-Lloyd will offer significantly shorter transit times on the ANP Service between Australia / New Zealand and the US East Coast (via Panama) as of May / June this year.

Thanks to the new cooperation between Hamburg-Süd and Maersk on this route, the port rotation will be streamlined. After approval from the cartel office, Hapag-Lloyd will continue to offer dry and reefer slots as slot charterer on the twelve 2,800-TEU vessels.

The new rotation will be as follows: Melbourne, Port Chalmers, Tauranga, Auckland, Manzanillo / Balboa, Cartagena, Savannah, Philadelphia, Savannah, Cartagena, Balboa, Auckland, Sydney, Melbourne.

■ Service Changes

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

■ Security Changes

• Terminal Security Fee in Sines, Portugal

A terminal security fee of 9.00 EUR per container has been implemented as of February 6th, 2008, applicable to all import and export units, but excluding transshipment units.

• Increase of Terminal Security Fee in Vigo, Spain

From March 15th, 2008 the terminal security fee in Vigo, Spain was increased from 5.10 EUR to 5.66 EUR per container, applicable to all import and export containers, excluding transshipments.

■ Trade Information

• Brazil: Update on Siscarga Customs System

Brazilian Authorities have announced the implementation of the Siscarga customs system to be effective as of March 31st, 2008. Despite the trial period until December 31st, 2008, non or late transmissions of manifest data could result in fines, delay of cargo release or rejection of container discharge. Therefore it is of utmost importance to comply with the new regulations right from the beginning.

All shipments on vessels which will call at Brazilian ports on or after March 31st, 2008 will be affected. The sea carrier is obliged to transmit master bills whereas the NVOCC is obliged to file house bills. Consequently a sea carrier is not allowed to file any house bills. For all documentation requirements please refer to our previous customer letters or contact your local Hapag-Lloyd office.

• FAC from North Europe

Hapag-Lloyd has decided to harmonize the Forwarder Agency Commission (FAC) from North Europe for export cargo as of April 1st, 2008. No FAC will be implemented, where it was not granted in the past. In future we will offer **2.5% FAC on positive net freights** only. If the seafreight is based on a lumpsum freight, the FAC will be calculated as follows:

USD 15 / EUR 10 for 20'ft containers

USD 20 / EUR 15 for 40'ft containers

for 'door-to-door' and 'gate in / gate out' rates, provided that a positive seafreight remains.

Only forwarders and companies with a forwarding license and recorded in the commercial register are entitled to receive FAC as a voluntary allowance.



For the North Europe – South America West Coast trade the current FAC amount remains unchanged until further notice.

- **New Tariff Currency in North Europe – Australia / New Zealand Trade**

Hapag-Lloyd would like to remind its customers that, as already announced in the December issue of the CustomerNEWS, the tariff currency in the North Europe – Australia / New Zealand trade will be changed from USD to EUR effective April 1st, 2008.

- **Terminal Situation in Southampton**

As the terminal situation in Southampton is still not satisfactory, Hapag-Lloyd decided together with its Grand Alliance partners to extend the omission of the Southampton call on the EU-4 service till end of April 2008.

In addition plans to return 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 had to be revised. A terminal incident involving a shore-based crane caused delays to services presently calling Southampton. To avoid schedule disruptions of GAX and GMX services, they continue to call Tilbury as UK port till beginning of April 2008.

- **Cost Increase Panama Canal Charge**

In view of additional rate increases of the Panama Canal Authority justified by rising operative costs, Hapag-Lloyd is forced to increase the Panama Canal Charge to a higher amount than earlier communicated.

Previously we announced an increase to USD 247 per container which now needs to be revised to USD 260 per container, effective May 1st, 2008.

- **E-Business:
New Features on www.hapag-lloyd.com**

Hapag-Lloyd has recently enhanced the e-business section on www.hapag-lloyd.com by launching a new feature called 'My Shipments'. The aim is to provide our customers with a comprehensive overview of their current Hapag-Lloyd shipments.

Through 'My Shipments', there will be a one-click access to the 'Shipment Details', which will provide additional information about the specific shipment that has been selected, including a list of all containers. Moreover, the 'Import Overview' has been improved: 'Arrival Notice Download' is a new feature in this section. Customers who currently receive their arrival notice documents by e-mail or by fax can also download a copy directly from the Hapag-Lloyd website.

In addition terminal and depot details have been added for details on container release or redelivery. This information includes relevant addresses, opening times and operational details. More information are available in the 'Online Business Manual' which can accessed right after logging into Hapag-Lloyd online business.

- **Naming of the 'Bremen Express'**

Hapag-Lloyd has named its newest containership 'Bremen Express' on March 3rd, 2008 in Bremerhaven. The patron of the 8,750-TEU newbuilding is Hilde Herwig, the wife of Thomas W. Herwig, managing partner of the long-established Bremen logistics provider Röhlig. The 'Bremen Express' which was built by the South Korean yard Hyundai Heavy Industries in under seven and a half months, will be deployed between Europe and the Far East (EU4).



The 'Bremen Express' has the additional class notation 'Environmental Passport' of the classification society Germanischer Lloyd which is issued only to environment-friendly newbuildings with state-of-the-art technology. This emphasizes the top priority Hapag-Lloyd places on environmental protection.



Furthermore Hapag-Lloyd was the first shipping line to reduce the speed of its vessels last year to ensure significant reduction in fuel consumption and thus emissions. In cutting speed by only 20% of the maximum speed of the 'Bremen Express' (to 20 knots), the fuel consumption of the approx. 93,500 hp main engine can be reduced by up to 50%.

■ Six Newbuildings ordered

To cover the continuously increasing demand for transport services, Hapag-Lloyd signed the contracts for six further newbuildings of the 'Colombo Express' class in February 2008. Hyundai Heavy Industries in South Korea will be delivering all six 8,750-TEU vessels during 2011. In total, Hapag-Lloyd has now ordered 15 identical vessels from the South Korean shipyard for delivery up to the end of 2011.

■ General Information

● 'GL Excellence - 5 Stars' Award

Hapag-Lloyd is the first liner shipping company worldwide to be awarded the 'GL Excellence – 5 Stars' newly introduced by Germanischer Lloyd, one of the world's leading classification societies. The award is for the introduction of high standards of safety and security, environment and quality.

'Consequential customer orientation, comprehensive service quality and high requirements for safety and security are traditionally part of our corporate philosophy. For the first time a certificate compiles objective, provable criteria in sensitive, important areas for the customer', stressed Adolf Adrion, Hapag-Lloyd AG Executive Board member at the presentation of the 'GL Excellence – 5 Stars'.

● 2nd Training Ship for Hapag-Lloyd

After the 'Chicago Express' Hapag-Lloyd will now receive the 'Kuala Lumpur Express' as its second state-of-the-art training ship. The vessel will be named on April 30th in Port Kelang and the officer cadets will go on board in Hamburg in August. The second training ship underlines Hapag-Lloyd's commitment to vocational training for the next generation of qualified seafarers.

● Ulrich Kranich is new ELAA Chairman

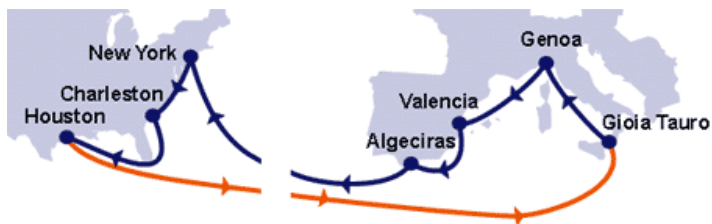
From the beginning of 2008 Ulrich Kranich, member of the Executive Board of Hapag-Lloyd AG, has been the new Chairman of European Liner Affairs Association (ELAA). He succeeded Gianluigi Aponte (Chairman of MSC), who headed ELAA in 2007. Established in 2003, the association represents the interests of liner shipping companies vis-à-vis the political organs of the European Union, but first and foremost the European Commission.



Annex 1: Service Changes

North Atlantic Trade

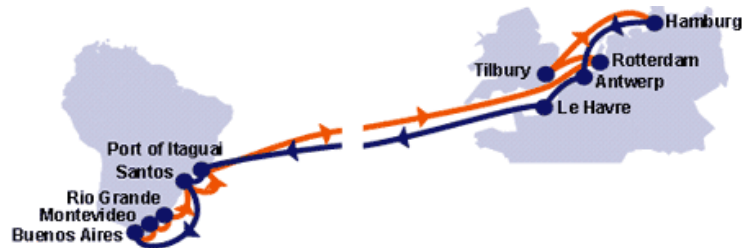
Mediterranean North America Express / MNX



- The port call at Cagliari was dropped beginning of January 2008.

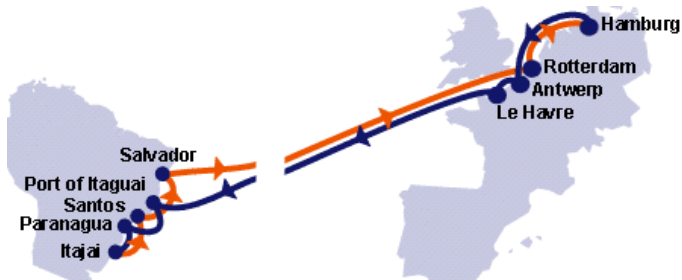
Latin America Trade

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



- The southbound call at Port of Itaguai (Sepetiba) has been removed beginning of March 2008.

Brazil Express Service - Loop 2 / SAEC 2



- A southbound call at Port of Itaguai (Sepetiba) has been added beginning of March 2008.

Chile Peru Express / SW 1



- Due to continuous port congestion at Buenaventura both port calls (east- and westbound) were dropped mid of February 2008.



Australia / New Zealand Trade

Oceania Service / OCE



- A westbound call at Kingston was added end of February 2008.

Intra Latin America Trade

Mexico Chile Service / MXP



- Port rotations on both strings were changed end of February 2008.