

August 14th, 2009

Dear Customer,

We are pleased to inform you that the shareholders of Hapag-Lloyd AG agreed today on their contribution to supporting and strengthening the shipping line in the long term. This is a prerequisite for being able to apply for government guarantee of €1.2 billion. The application, which covers an overall sum of €1.95 billion, is now being submitted by the consortium banks to the responsible governmental bodies in Berlin.

The reason for this step is that also Hapag-Lloyd could not avoid the consequences of the far-reaching crisis affecting the entire shipping sector, even though we already initiated a comprehensive savings programme last year. Our current concept envisages long-term cost savings of US\$900m. The reports received from our consultants confirm that we are active in a growth market which is attractive in the long term and that we have an excellent positioning in our industry.

We would like to thank you for the confidence that you have given us in this difficult phase for our business. We consider ourselves now well prepared for the future and are looking forward to a close cooperation with you.

We will keep you informed on further developments.

Yours sincerely,

Hapag-Lloyd AG