

Here is an important update on communication with our offices in the U.S.

Dear Customer,

In our continuous efforts to improve our services, we are pleased to announce a change that will simplify our email communication and positively enhance your customer service experience.

Mark your calendars - starting from February 24, 2025, we are streamlining some of our email contacts as outlined in the table below. Until the specified date, our new mailbox won't be monitored.

Please continue to use our existing communication channels until then.

Current Channel	Request Types	New Channel
usa.support@service.hlag.com	For draft requests, status of amendments, other documentation related communication	usa@service.hlag.com
rnadisputes@hlag.com	Dispute Submission	My Disputes Hapag-Lloyd

Our phone number and main e-mail addresses for our Customer Service teams remain unchanged as follows:

- Telephone number +1-855-227-4612 case number and/ or shipment number required for routing to your team.
- E-mail address USA@service.hlag.com case number and/ or shipment/ bill of lading number required in the subject line for proper routing.
- Our Long Beach Office communication channels remain unchanged:
- Inquiries for cargo discharging in the Los Angeles/ Long Beach ports should continue to be sent to LGBImports@hlag.com
- For Export Booking inquiries: LGBBOOK@hlag.com
- For Documentation/ Shipping Instructions inquires: doc.uslb@csd.hlag.com

This change is designed to enhance the efficiency and user-friendliness of your interactions with our services.

We understand that adapting to these changes may require some time, and we want to reassure you that our customer service team is available to assist with any questions or concerns.

Thank you for choosing Hapag-Lloyd.

Regards,

Hapag-Lloyd (America) LLC