

## **Important update on equipment congestion in New York/New Jersey**

Dear Customer,

We want to update you on the current terminal congestion in the New York/New Jersey area, which is impacting all carriers, terminals, depots, truckers, and customers across the industry.

The situation is industry-wide, driven by exceptionally high import volumes, ongoing service changes impacting schedules, severe weather events, and recent labor uncertainties which has resulted in terminals operating at full capacity compounded by limited depot space available.

**While there is no immediate solution, we want to assure you that we are actively working on it.** We are working closely with the Port Authorities and key stakeholders to monitor the situation and implement solutions for you. To address the backlog of empty containers, we are proactively engaging with terminals and depots on space availability and mitigation efforts.

As part of our immediate response, we will:

- Extend free time for your containers until the ports resume accepting empty units.
- Implement relief measures to increase chassis availability.

While the timeline for full resolution remains uncertain, we anticipate that fluidity should be restored in the coming weeks.

If you require further information, please contact our **your local customer service team**, and they will assist you based on your specific situation.

Regards,

Hapag-Lloyd (America) LLC