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Dear Valued Customer:

We hope that you are in good health and that your business is doing well given the current circumstances. These uncertain times raise questions about the financial strength of your suppliers and in that connection we would like to draw your attention to our recently posted financial results <https://www.hapag-loyd.com/en/ir/publications/financial-report.html>. Here you will see that we have a strong balance sheet, continued good operational results and a positive cash flow – a strong foundation to support you through the coming period.

The well-being and safety of our team members and customers remain a priority and the center of every decision. We are closely monitoring the rapidly evolving events surrounding COVID-19 and actively preparing our business to meet the requirements through these challenging times.

OUR BUSINESS CONTINUITY MANAGEMENT PLAN (BCMP) TO ENSURE THE SAFETY OF OUR TEAM MEMBERS AND CUSTOMERS

- All of the U.S. and Canada operations continue to run normally and we are ready to service your transportation needs.
- In some locations we are experiencing longer than usual call waiting times – we are actively working on this and have already seen improvement
- While we continue to have essential staff in our offices handling your documentation needs, we are encouraging all customers to:
 - Use all available digital tools on our website at www.hapag-loyd.com or on the Hapag-Lloyd App (Web bookings, E-Shipping Instructions, Quick Quotes, Navigator etc)
 - Use email for general inquiries (email addresses can be found in the “Offices and Local Info” section of our website) and phone calls for urgent matters / escalations only.
 - For USA, make payments via wire transfers or by utilizing Paycargo to avoid delays.
 - For Canada payments, please contact arcainquiries@hlag.com
 - Visit terminal websites for the most up to date information.

CURRENT OPERATIONAL STATUS

- To date all terminals, rails and depots are fully operational although this is a very fluid situation.
 - On March 19th the port of Houston had two terminals close for the day **only**.
 - On March 19th the California Governor issued an Executive ‘Stay-at-home’ order. The transportation sector is exempt from this and has not impacted the flow of containers.
 - Several terminals on the East and West Coast have had sporadic closures purely driven by reduced volumes.
- We have not had issues with trucker availability or rail roads for carriers haulage moves to date.
- The reduction in import volumes into North America has resulted in tightened equipment supply in some locations including the Gulf, Mid-West and the South Atlantic.

We appreciate your continued support of Hapag-Lloyd as we are adjusting to this new way of working. If you have any questions, please do not hesitate to contact your Hapag-Lloyd representative – we are always here to support your business.

Best Regards,


Uffe Ostergaard