

CustomerInfo

Canada – Customer Service Contacts - Update

April 3 2020

Dear Customer,

Due to the COVID-19 outbreak, all our staff are now working from home and our telephone services are severely limited.

We request all Customers to please use **e-mail** as your primary communication with our various departments.

For emergency situations please call the following numbers:

For all Vancouver and Alberta Customers please call 604-629-7020 or 604-629-7016

For all other Customers:

For the Export **Booking** department : 514-934-4238

For the Export **Documentation** department: 514-934-4243

For **Rail Billing** issues: 514-934-5162

For the **Import departments**

For Import Canada Release: 514-904-7224 For Import documentation: 514-904-7201 For Import Cross-Border: 514-904-7217

We apologize for any delay or disruption to our normal phone service levels.

Kind regards

Hapag-Lloyd (Canada) Inc.
As Agent of Hapag-Lloyd AG