## CustomerInfo

Canada – Customer Service Contacts - Update

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

Chairman of the Supervisory Board: Michael Behrendt Executive Board: Rolf Habben Jansen (CEO), Mark Frese, Dr. Maximilian Rothkopf, Joachim Schlotfeldt Registered Office: Hamburg, Company Register: Amtsgericht Hamburg HRB 97937



Hapag-Lloyd

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