

# CustomerInfo

## Hapag-Lloyd Singapore Customer Service Contacts

August 31, 2020

Dear Customer,

As part of Hapag-Lloyd [Strategy2023](#) ambition, another milestone has been achieved to turn Hapag-Lloyd's key Customer Promise into reality: to become the number One for Quality. Hapag-Lloyd Asia is pleased to announce our enhanced 'customer centric' **Quality Service Center (QSC)** set up in **South-East Asia**.

### ➤ **New Quality Service Center – South-East Asia**

To further improve the consistency and reliability of our services across Malaysia & Singapore, we have developed our South-East Asia organizational set-up as follows:

- Hapag-Lloyd has create a Business Service Center in Kuala Lumpur, primarily all **Customer Service, Operations** and **Business Administration** tasks for a Singapore and Malaysia, thus facilitating an even more customer focused approach by concentrating all of these activities under a **single roof in the Quality Service Center (QSC) Malaysia**.
- Hapag-Lloyd's current Sales organizations are remaining in place in **Singapore and Malaysia** to directly and timely address customers' needs and requirements.

The **QSC will commence** its operations as of effective **1 September 2020** at the following address:

### **Hapag-Lloyd Business Services (Malaysia) SDN BHD**

Level 20, Tower Block, Nucleus Tower  
No.10, Jalan PJU 7/6, Mutiara Damansara  
47800 Petaling Jaya  
Selangor Darul Ehsan, Malaysia

#### **General Line:**

**Singapore** : +65 -62236119  
**Malaysia** : +603 -74562000

Chairman of the Supervisory Board: Michael Behrendt  
Executive Board: Rolf Habben Jansen (CEO), Nicolás Burr, Anthony J. Firmin, Joachim Schlotfeldt  
Registered Office: Hamburg, Company Register: Amtsgericht Hamburg HRB 97937

If you don't want to receive our CustomerInfos anymore, please click [here](#) to unsubscribe.



## What will this mean to you?

We are restructuring our internal South-East Asia organisation and setting up solution based teams with high expertise. Our new QSC structure, concentrated under one roof will be able to provide an enhanced service level, faster response times and simplified communication as well as stability in service quality.

Through this improved and customer centric set-up, we are confident that Hapag-Lloyd QSC Malaysia will provide you with an even better experience of our trademark quality service.

For further information, please contact your local Hapag-Lloyd office.

Kind Regards,

**Hapag-Lloyd Business Services (Malaysia) SDN BHD**  
As agent of Hapag-Lloyd AG