



Oct 14 - Nov 04, 2026

You Share. We Care.

Customer Experience Survey

Even when conditions change. Our commitment to quality remains.

Help us deliver the reliability your business needs

Global shipping is operating in an increasingly complex and unpredictable environment. Geopolitical developments, shifting trade routes, and changing market conditions can affect plans at any moment. In times like these, staying agile, communicating clearly, and having a reliable partner matter more than ever.

Our next Customer Experience Survey gives you the opportunity to tell us how well we are supporting you through uncertainty and where we need to improve. In just a few minutes, your feedback will help us strengthen our services and continue our journey to become your “Undisputed Number One for Quality”

Your insight leads the way

We want to add maximum value to your business – with services that are reliable and built around your needs. For that to happen, your honest and open feedback is essential.

Through your insights, we learn...

- if our services meet your expectations
- if our commitments match your experience
- where we can further improve and evolve

You Help Us Innovate

Your feedback has already helped us deliver tangible improvements:

Smart Container Tracking. Live ETA provides continuously updated, device-driven arrival estimates - giving you greater transparency and helping you plan proactively.

More Reliable Schedules. Our Gemini service delivers around 90 percent schedule reliability, supporting more predictable planning and greater confidence in your supply chain.

Smarter Route Planning. Service Explorer makes it easy to compare routes and transit times, helping you make faster, better-informed decisions.

A Faster, More Intuitive Digital Journey. Faster registration helps you get started sooner, while improved search, filtering, and navigation make it easier for you to move smoothly from quote to booking.

It's quick and easy

This year's CES runs from **October 14 to November 4, 2026**. In just a few minutes, you'll help us continue improving the quality of our services. In the meantime, we are here for you by phone or email - feel free to reach out!

Your feedback helps us keep delivering on our promise where it matters most to you.

How does our Customer Experience Survey work?

One of the key measurements in our survey is the Net Promoter Score – or short NPS.

Here you rate our performance by scoring 0 to 10.

These scores are not simply colored green or red – in fact, they signify “good” or “bad”.

To measure customer loyalty our CES includes the NPS question:

How likely are you to recommend Hapag-Lloyd to a colleague or business contact?



The red zone Score 0-6: Not at all what you expect from the carrier you trust.

You are likely to select another carrier over Hapag-Lloyd.

The neutral zone Score 7 or 8: All seems ok.

You are satisfied but may choose another carrier over Hapag-Lloyd from time to time.

The green zone Score 9 or 10: We are performing well.

You will keep shipping with Hapag-Lloyd and may even recommend us to others.

While the NPS indicates your long-term overall loyalty to us, the different survey sections allow you to give feedback on specific touchpoints or transactional topics.

Thank you for participating in our Customer Experience Survey

Tip the scale left or right and influence the future.

For further information, please contact your local **Hapag-Lloyd Sales** or **Customer Service** department.