

# CustomerInfo

## ■ Hapag-Lloyd Singapore Customer Service Contacts

August 31, 2020

Dear Customer,

In reference to the recent CustomerInfo about the enhanced 'customer centric **Quality Service Center (QSC)** setup in **South-East Asia**.

We would like to provide you with following below details about Hapag-Lloyd Singapore Sales Organisation and contact information for Customer Service activities:

### ➤ **Hapag-Lloyd Singapore Sales Office remains**

Please note that Hapag-Lloyd's **Singapore Sales Organisation will remain in place** to directly and timely address customers' needs & requirements at current address as below:

#### **A] The current address of Singapore Sales office:**

**Hapag-Lloyd Pte Ltd**  
Singapore Office  
200 Cantonment Road  
#08-02 Southpoint  
Singapore 089763

**General Line +65-62236119**

#### **B] Counter facilities:**

Document **counter activities** will remain in place as per existing above Singapore Office address:

Export	Export Bill of Lading Collections	<b>Counter Located at #08-02</b>
Import	Surrender Import Documents	

- Customers must **make the payment and send remittance advice with details of the invoice numbers** to Hapag-Lloyd Office at earliest (email at [SGAR@hlag.com](mailto:SGAR@hlag.com)) - Please refer to below appendix A for payment details

**Note: COVID-19 Health Measure:** Runner / Courier / Customer must follow Southpoint Building and Hapag-Lloyd COVID-19 Health & Safety measures at all times.

➤ **Your Hapag-Lloyd Customer Service Contacts for smooth transition:**

To ensure a smooth transition and timely handling of your inquiries, please see below for **your Hapag-Lloyd contacts**. Please contact them as soon as you want to place bookings or any Customer Service enquiries:

**Export Bookings:**

**For enquiries on Bookings / Booking Confirmations...**

Contact Number	+ 65 62236119 (Press 1)	Email Address	<a href="mailto:QKLBOOK@hlag.com">QKLBOOK@hlag.com</a>
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**Export Documentation:**

**For enquiries on Export Documentation, Invoicing / Disputes / Export Invoice Payments and Remittance advise...**

Contact Number	+ 65 62236119 (Press 2)	Email Address	<a href="mailto:QKLDOC@hlag.com">QKLDOC@hlag.com</a>
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**Import Documentation:**

**For enquiries on Import Manifest / Arrival Notification / Delivery Order / Container Return / Disputes / Import Invoices & send Remittance advise ...**

Contact Number	+ 65 62236119 (Press 3)	Email Address	<a href="mailto:QKLIMORT@hlag.com">QKLIMORT@hlag.com</a>
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Please help us by **updating your system with our new contact information**.

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

## Appendix A:

### Singapore Electronic Payments

Please be informed that **Hapag-Lloyd Singapore Pte Ltd** strongly encourages customer to make payments only in an electronic manner.

- For Electronic Payment - **GIRO / Wire Transfer**, please pay to:

Bank Name:	Deutsche Bank
Swift Code	DEUTSGSG
Account Number:	2530517-000 ( <b>SGD</b> )
	2530517-050 ( <b>USD</b> )

**Note:** Kindly be noted all bank transaction charges including 3rd party bank charges incurred are to be borne by payer

- Please indicate payment details i.e.: **Hapag-Lloyd Invoice Number** on your bank payment advise and send them to Email group email ID [SGAR@hlag.com](mailto:SGAR@hlag.com)
- **Electronic Payment details:** Please send them to Customer Service Department at email id's:
  - EXPORT INVOICES: [QKLDOC@hlag.com](mailto:QKLDOC@hlag.com)
  - IMPORT INVOICES: [QKLIMPORT@hlag.com](mailto:QKLIMPORT@hlag.com)
  - General Phone Line: **+65-62236119**
- Once Hapag-Lloyd receives payment details and reconciled with bank, Customer Service will release **BL Documents/ Electronic DO** to Customers

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