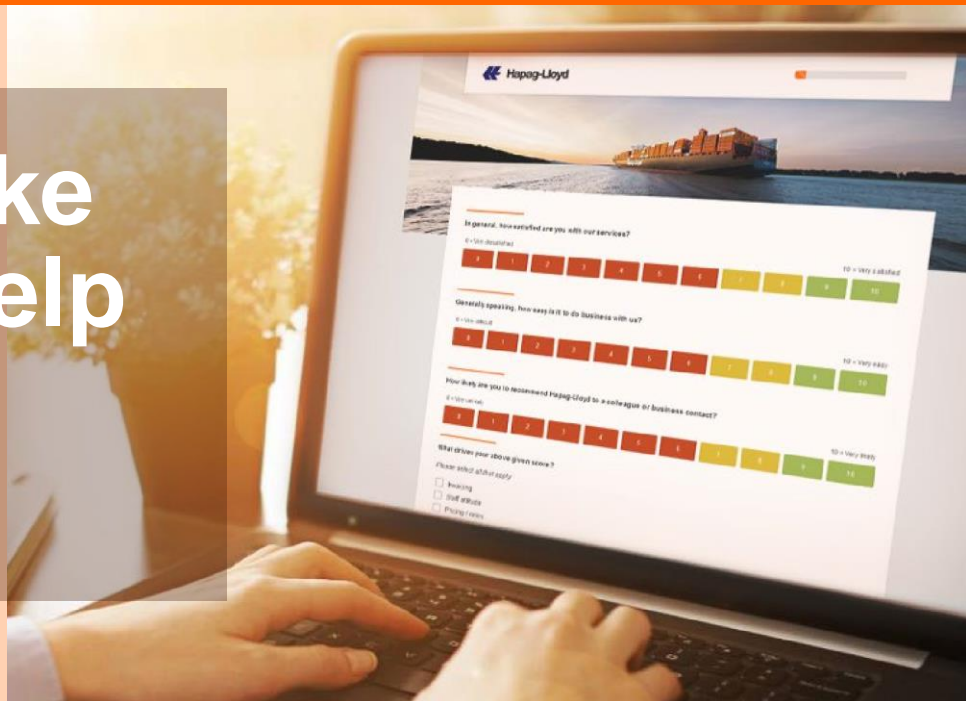


Surveys take time, but help boost your business



Dear Valued Customer,

Customer insights help drive our business decisions and actions. Therefore, at regular intervals, we conduct our **Customer Experience Survey (CES)**, where **We Want to Hear from You!**

Starting October 12th until November 2nd, we will officially launch our customer experience survey.

The title of the survey email will be: **Hapag-Lloyd: How would you rate your experience?** If you receive an email from survey@hlag.com, we gladly ask you to open the email and share your opinion about your experience with Hapag-Lloyd. This survey will take about 5-10 minutes to complete and reviewed internally by management.

To measure Customer loyalty our CES includes the NPS question:

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

Detractor

0 1 2 3 4 5 6

Most likely to take their business and move away from Hapag-Lloyd.

Passive

7 8

The uncommitted can go either way.

Promoter

9 10

The satisfied customers are very likely to stay with Hapag-Lloyd.

Thank you for your continued business with Hapag-Lloyd as we strive to be your 'Number One for Quality'. We are committed to constantly improving our services, and this can only be possible with your input. By sharing your experience with us, you get the opportunity to make suggestions that help improve our services and transform our products – all for your benefit.

We appreciate your feedback and if you have not already, subscribe to our [Customer Newsletter - Hapag-Lloyd](#)