

## **Hapag-Lloyd Indonesia New Quality Service Center – South-East Asia**

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

The new Quality Service Center will have a Business Service Center in Kuala Lumpur, dedicated to Customer Service, Operations and Business Administration tasks for Indonesia. We consider that clustering all these functions under one roof will contribute to a more customer-focused approach.

Our current Sales organizations will remain in Indonesia to directly and timely address our customers' needs and requirements.

The transition to the QSC has begun for all functions. By end-December 2022, we will be processing most transactions for these functions in the QSC.

For your reference, please find below the contact details:

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

Level 20, 21 & 22, The Bousteador,  
No.10, Jalan PJU 7/6, Mutiara Damansara  
47800 Petaling Jaya  
Selangor Darul Ehsan, Malaysia

#### **General Line**

**Malaysia** : +60 3 74562000

**Indonesia** : +62 21 29343600

### **What does this mean to you?**

We are 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.

**Document Counter Facilities:**

This function will remain in our existing Indonesia office address. You can find the details of the location [here](#)

**Export,  
Import**      **Export Bill of Lading Collections  
Surrender Import Documents**

Hapag-Lloyd Agency Division  
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Cyber 2 Tower 3rd Fl  
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Jakarta Selatan 12950  
Indonesia  
Pt Samudera Agencies Indonesia

Please keep in mind: Customers are advised to make payment and send remittance advice with details of the invoice numbers to Hapag-Lloyd Office at earliest convenience to the following email: [IDAR@hlag.com](mailto:IDAR@hlag.com)

**Your Hapag-Lloyd Customer Service contacts:**

Our customer service teams (booking, documentation, import) are also available via the current e-mail address: [indonesia@service.hlag.com](mailto:indonesia@service.hlag.com) and Phone Number: +62 21 29343600

Kind Regards,

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