

## ■ Improvement your Documentation Experience

July 05, 2024.

Dear Customer,

In our continuous effort to improve our services, we are pleased to announce a change that will simplify our email communication and enhance your experience.

Starting from July 22, 2024, we are streamlining our email contacts as outlined in the table below. This update concerns to our Export Documentation and Import Delivery Order processes in Mexico.

	Current Channel	Request Types	New Channel
Export Documentation	MXdoc@hlag.com	For status of amendments and other documentation related communication	Mexico@service.hlag.com
	Doc.mx@csd.hlag.com	Manual Shipping Instruction submission and draft requests.	<u>Online solution</u>

Our phone number and main e-mail addresses for our Customer Service teams remain unchanged as follows:

- **Telephone number** + 52 55 1036 1484 case number and/ or shipment number required for routing to your team.
- **E-mail address** [mexico@service.hlag.com](mailto:mexico@service.hlag.com), showing case number and / or shipment / bill of lading number required in the subject line for proper routing.

Due Hapag-Lloyd is transitioning to a fully digital platform, any manual Shipping Instructions will be rejected. Instead, you will use our Online Solutions you currently use for draft corrections and approvals.

We understand that adapting to these changes may require some time, and we want to reassure you that our customer service team is available to assist with any questions.

Sincerely

Hapag-Lloyd México  
Customer Service