Weekly Newsletter

Our announcements are valid only for the current week

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Hapag-Lloyd

Important Announcements

Stay informed about developments Upper Gulf & Middle East Situation

Dear Valued Customer

We are closely monitoring developments in **Upper Gulf & Middle East Situation** and carefully assessing their impact on our logistics operations. To ensure you do not experience any disruption in your business processes, you may subscribe to our CustomerNEWS newsletter to receive the latest announcements and notifications instantly, or you can follow developments in **Upper Gulf & Middle East Situation** by clicking the link below.

Live Ticker Middle East

Customer News Subscription

Weekly Equipment Stock

Piraeus
- For DRY units, we have enough equipment stock.
- For RF units, we have enough equipment stock.

Thessaloniki
- For DRY units, we have enough equipment stock.
- For RF units, we have enough equipment stock.

Key Operational Guidelines:

• **First booking confirmation** covers only **vessel space**. Unless any equipment issues are specified **above**, equipment approvals will be granted **one day prior** to the pick-up dates stated in the booking confirmation.

• For **reefer container bookings**, it is mandatory to obtain **approval from your customer service**. Reefer equipment will not be released without prior confirmation, regardless of whether a booking confirmation has been received.

Equipment Pick Up Procedure

We kindly request you to check below details to avoid any problem during equipment pick up.

- Equipment pick up date must match with pick up date at booking confirmation
- In case EQ is not picked up at selected date/time, pick up date should be updated.
- Pick up date changes should be done via booking amendment platform. In case pick up date was not updated, additional cost may occur. (lift on/off, genset handling etc...)
- Genset remark should be indicated only if genset is needed.
- Trucker information is not needed.

Service Name	Earliest MT Pick Up
EM1	SI -3
AL7	SI -5
EMX	SI -3
IRS(GRPIR	SI -1
IRS(GRSKG)	SI -6

Update on VGM Weighting Service Selection in Booking Creation

We would like to inform you about an important update regarding the Verified Gross Mass (VGM) weighting service selection process in our booking system for Piraeus bookings.
Previously, when creating a booking, it was necessary to indicate the VGM handling method by entering remarks such as “VGM at PCT” or “VGM by Shipper” in the designated field.

With the launch of our new booking creation interface, this process has been streamlined. When creating a booking, in the Cargo Container section of the new booking page, you will now find an Optional Requirements field. This step is essential to ensure proper handling and timely processing of your cargo at the terminal.

- If you intend to have the VGM performed at the terminal, please ensure that you select the option “Order weighting service from Hapag-Lloyd” within this field.
- If VGM will be performed by shipper, no need to take any action.
- If no selection made will be considered as VGM by shipper.

Should you have any questions or require assistance with the new booking interface, please do not hesitate to contact our customer service team.

Important Notice: Vessel Visibility in Web Reservations

We would like to inform you about an important update regarding vessel visibility in web reservations;

- When placing bookings through our website, vessel schedules displayed in the system are determined based on cut-off dates. For QQSPOT bookings, vessels are shown up to four (4) days prior to the instruction cut-off date, while for pre-carriage bookings, vessels are displayed up to eight (8) days in advance.

If there is a possibility that your cargo can be loaded on the vessel you originally requested, we kindly ask you to proceed by creating a booking for the next available vessel shown in the system. Following this, please submit your request via a booking amendment, indicating that you would like the booking to be revised to the earlier vessel.

In cases where the next vessel is not visible in the system due to quotation validity limitations, we kindly request that you contact your sales representative to ask for an extension of the quotation validity. Once the validity has been extended, please proceed with creating a booking for the next vessel and submit your amendment request accordingly.

Booking Cancellation – Rolling - Reduction Fee

Effective from 01.04.2025, the following charges will apply for booking cancellation, postponement or container reduction requests;

Booking Cancellation Fee:

- Within shipping instruction cut-off –72 hours period, BCF (Booking Cancellation Fee) will be applicable at 100 EUR per container. If

booking cancellation request is submitted after the first roll caused by customer, the charge will apply regardless of the request time. Reefer containers will be exempted from this process.

Booking Postponement Request:

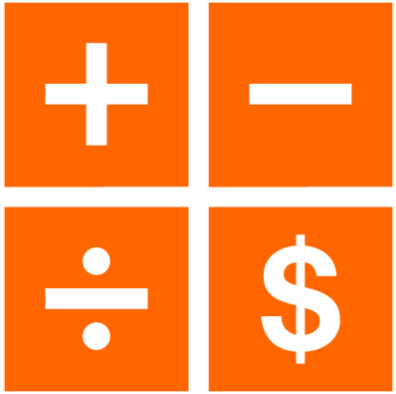
- To the next vessel or rolling's caused by customer will charge with CRO charge code as EUR 100 if it'll be happened within shipping

instruction closing - 72 hours period. Bookings that were previously postponed upon customer request, if postponed for a second time upon customer request or customer caused reason, CRO (Cargo Roll Fee) will be applied as EUR 100 per container will apply regardless of the request time. Cost validity for repeated deferrals continues will do so. Reefer containers will be exempted from this process. Hapag-Lloyd induced postponements are not included in this process.

Booking Container Reduction:

- During the shipping instruction closing -72 hours period, BOO (Booking Amendment Fee) will be applicable at 100 EUR per container. Reefer containers will be exempted from this process. Container reductions due to Hapag Lloyd (equipment problem) are not included in this process.

OBL to SWB/Telex Release Tariff Change

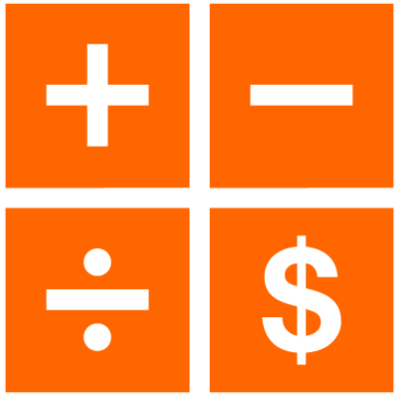


As of October 1, 2025, the following fees will apply to switch original BL to SWB or Telex Release requests for all shipments originating from Greece.

Switch From OB/L to SEAWAYBILL FEE	BSF	All	EUR	30.00	Bill of Lading
Switch From OB/L to TELEX RELEASE.	BSF	All	EUR	50.00	Bill of Lading

For more information, please contact your customer service representative

Invoice Cancellation Fee



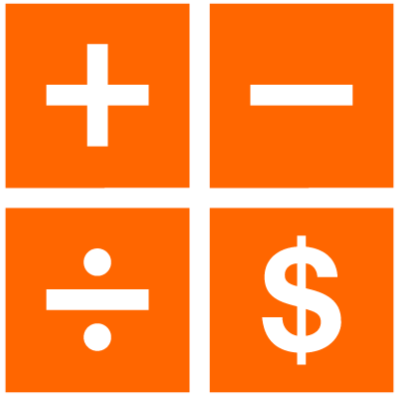
As of June 1, 2025, the following fees will apply to invoice cancellation requests for all shipments originating from or destined for Greece

Export – Charge Code: IAO: 10 USD / BL
Import – Charge Code: IAD: 10 USD / BL

These fees will apply to invoice cancellations and/or reissuance requests made at the customer's request. However, if the need for invoice correction arises due to an error caused by Hapag-Lloyd during the invoicing process, these fees will not be applied.

For more information, please contact your customer service representative

Misdeclaration Fee – Incorrect IMO / Non-IMO Cargo Declaration at Origin



Please be informed that a Misdeclaration Fee will be applied in case of incorrect declaration of cargo as IMO or Non-IMO at origin, applicable to all container types.

Effective Date: 01 January 2026
Currency: USD
Unit of Measure: Per container

Misdeclaration Fee details:

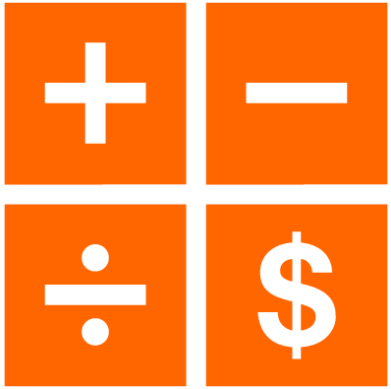
• Cargo declared as Non-IMO but identified as Dangerous Goods (IMO): USD 15,000
• Cargo declared as IMO but identified as Non-IMO:
* USD 9,000 if identified by the carrier
* USD 4,500 if identified by the customer

In addition to the Misdeclaration Fee, all additional costs arising from this misdeclaration, including port-related and non-port-related charges, will be invoiced separately. These charges will remain valid until further notice.

To avoid penalties and additional costs, please ensure that all cargo is accurately declared as IMO or Non-IMO prior to shipment.

Important Announcement

New Tariff for OBL Print Requests – Effective July 1, 2025



As of July 1, 2025, the following fee will apply to all original BL print request including BL printed at customer`s own office, originating from Greece

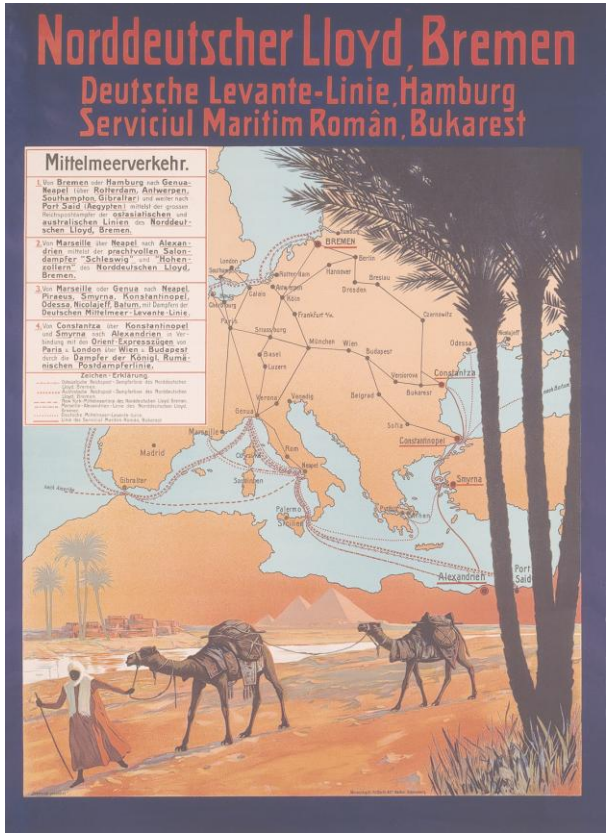
Charge Code: MTD

Shipment Type

- Freight Prepaid Shipments:10 EUR / BL
- Freight Collect Shipments: Additional 10 EUR / per BL on top of existing documentation fee

For more information, please contact your customer service representative.

Restricted Destinations



India (GOA)

Until further notice, we are unable to accept any shipments bound for the Port of Goa.

Myanmar

Until further notice, shipments to the Port of Yangon are not being accepted.

United States

Until further notice, we are unable to accept any cargo destined for the Port of New Orleans.

Cameroon

Until further notice, we are unable to accept reefer cargo destined for the Port of Douala.

Niger

Until further notice, we are unable to accept any shipments bound for Niger.

"There's a setback: Niger immediate booking stop – Hapag-Lloyd"

If bookings are made for these countries, our system may issue a cancellation notice automatically.

Thank you!

DISCLAIMER

Disclaimer

This presentation contains forward-looking statements that involve a number of risks and uncertainties. Such statements are based on a number of assumptions, estimates, projections or plans that, by their nature, are subject to significant risks, uncertainties and contingencies. Actual results may differ materially from the Companies' forward-looking statements and expected results.