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Customer Advisory

COVID-19 and Our Office Hours

May 14, 2020

Dear Valued Customer,

You would be aware of the growing situation globally regarding COVID-19.

Please note that the office hours of our Maersk office in Hamburg have been amended once more. The office of Maersk Hamburg will be open on the following days until further notice.

Tuesdays 11:00am – 15:00pm

Thursdays 11:00am – 15:00pm

Fridays 11:00am – 15:00pm

To make it easier for you to manage any situations remotely, we have the below recommendations:

Exports Related:

- If possible, move to handling shipments via waybills or telex release. The respective fees can be found on our homepage.

- In case you do require original bills of lading, we will be happy to assist with the below options:

- If not done yet, please subscribe to self-printing service free of charge and we will provide you with security paper so that you can proceed with the print of original bill of lading.
- Collect the bills of lading from our office during the office hours.

Import Related:

- Surrender of original bill of lading at our Maersk office during the office hours.

- Please share details of any payments made with us via e-mail – that is, any proof of payment such as a scanned copy of cheques deposited, electronic funds transfer receipts, etc.

- Delivery order requests can be raised via our self-service portal, Maersk.com.

In case you are visiting our offices, please do:

- Follow the World Health Organisation recommendations on hygiene, available on the link below
<https://www.who.int/emergencies/diseases/novel-coronavirus-2019/advice-for-public>

Our teams are doing their best to support you during this tough situation, and we appreciate your patience.

In case you need immediate assistance, feel free to contact your customer service representative.

We want to thank you for your business and look forward to continuously serving your transportation needs.

Sincerely,

Maersk

Maersk Germany, Ericusspitze 2-4, hamburg 20457, Germany

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