

# CustomerInfo

## Philippines – Change of Hapag-Lloyd Agency

August 10, 2018

Dear Customer,

We are pleased to inform you about the appointment of **Ben Line Agencies Philippines, Inc.** as our new agent with effect from September 1, 2018.

Please refer to relevant addresses and contact details for our new agency as noted below:

### Manila:

Unit 701-A, 7th Floor, Tower A, Two E-com Center Bldg., Palm Coast Ave.,  
Mall of Asia Complex, Pasay City, Philippines 1300

Department	Contact Person	E-mail Address	Telephone No.	Fax No.
Agency Manager	Myra Tan	<a href="mailto:myra.tan@benline.com.ph">myra.tan@benline.com.ph</a>	+632 7569999	+632 8940400
Commercial Manager	Connie Camballa	<a href="mailto:concepcion.camballa@benline.com.ph">concepcion.camballa@benline.com.ph</a>	+632 7569999	+632 8940400
Customer Service Manager	Grace Manalese	<a href="mailto:grace.manalese@benline.com.ph">grace.manalese@benline.com.ph</a>	+632 7569999	+632 8940400
Booking	Lilibeth Estoye	<a href="mailto:lilibeth.estoye@benline.com.ph">lilibeth.estoye@benline.com.ph</a>	+632 7569999	+632 8940400
	Boris Visaya	<a href="mailto:boris.visaya@benline.com.ph">boris.visaya@benline.com.ph</a>	+632 7569999	+632 8940400
Documentation	Michelle Cumlat	<a href="mailto:michelle.cumlat@benline.com.ph">michelle.cumlat@benline.com.ph</a>	+632 7569999	+632 8940400
	Carmina Santiago	<a href="mailto:carmina.santiago@benline.com.ph">carmina.santiago@benline.com.ph</a>	+632 7569999	+632 8940400
Import	Jamaica Auto	<a href="mailto:jamaica.auto@benline.com.ph">jamaica.auto@benline.com.ph</a>	+632 7569999	+632 8940400
	Riza Rozlan	<a href="mailto:riza.rozlan@benline.com.ph">riza.rozlan@benline.com.ph</a>	+632 7569999	+632 8940400
Marine Operations	Nino Pinales	<a href="mailto:nino.pinales@benline.com.ph">nino.pinales@benline.com.ph</a>	+632 7569999	+632 8940400
Equipment Operations	Joel Chua	<a href="mailto:joel.chua@benline.com.ph">joel.chua@benline.com.ph</a>	+632 7569999	+632 8940400
Business Administration Manager	Susan Jacinto	<a href="mailto:susan.jacinto@benline.com.ph">susan.jacinto@benline.com.ph</a>	+632 7569999	+632 8940400

### Cebu:

Door 6, 3rd Floor, Carlos Perez Annex Bldg., A.C. Cortes Ave. Mandaue City,  
Philippines 6014

Department	Contact Person	E-mail Address	Telephone No.	Fax No.
Sales	Carina Ponce	<a href="mailto:carina.ponce@benline.com.ph">carina.ponce@benline.com.ph</a>	+6332 2360761	+6332 2360761
Customer Service	Franzel Hongayo	<a href="mailto:franzel.hongayo@benline.com.ph">franzel.hongayo@benline.com.ph</a>	+6332 2360761	+6332 2360761
Operations	Paul Pogoy	<a href="mailto:paul.pogoy@benline.com.ph">paul.pogoy@benline.com.ph</a>	+6332 2360761	+6332 2360761

**Davao:**

Unit 203-C, 2F Bajada Plaza Bldg., J.P. Laurel Avenue,  
Davao City, Philippines 8000

Department	Contact Person	E-mail Address	Telephone No.	Fax No.
Sales	Eileen Quilo	<a href="mailto:eileen.quilo@benline.com.ph">eileen.quilo@benline.com.ph</a>	+6382 3052060	+6382 2262916
Customer Service	Marivien Tan	<a href="mailto:marivien.tan@benline.com.ph">marivien.tan@benline.com.ph</a>	+6382 3052060	+6382 2262916
Operations	Johmar Mamburam	<a href="mailto:johmar.mamburam@benline.com.ph">johmar.mamburam@benline.com.ph</a>	+6382 3052060	+6382 2262916

**General Santos:**

2nd Flr. Rm J14, JMP 2 Bldg. Provido Village, National Highway,  
General Santos City, Philippines 9500

Department	Contact Person	E-mail Address	Telephone No.	Fax No.
Sales	Ann Escobar	<a href="mailto:ann.escobar@benline.com.ph">ann.escobar@benline.com.ph</a>	+6383 5535594	+6382 3020646
Customer Service	Marivien Tan	<a href="mailto:marivien.tan@benline.com.ph">marivien.tan@benline.com.ph</a>	+6382 3052060	+6382 2262916
Operations	Johmar Mamburam	<a href="mailto:johmar.mamburam@benline.com.ph">johmar.mamburam@benline.com.ph</a>	+6382 3052060	+6382 2262916

**EXPORT HANDLING**

If you are currently booking with Hapag-Lloyd Philippines, we invite you to continue this practice until the cut-over relevant voyage starts and then switch your bookings to Ben Line Agencies.

Please find below an overview of services that will be handled via Ben Line Agencies and the first cut-over Export voyages:

Vessel Name	Voy No.	DP No.	SSY	ETD Manila N.	To
Lobivia	075W	578216	IRA	2-Sep	Singapore
Los Andes Bridge	104S	219328	PID	9-Sep	Singapore
Los Andes Bridge	104S	581693, 581718	IRA	9-Sep	Singapore

Vessel Name	Voy No.	DP No.	SSY	ETD Cebu	To
Lobivia	075W	578216	IRA	5-Sep	Singapore
Chattanooga	021N	tba	IRA	6-Sep	Kaohsiung

Vessel Name	Voy No.	DP No.	SSY	ETD General Santos, Davao	To
Baleares	079	tba	IRA	6-Sep	Singapore

**IMPORT HANDLING**

Please note all import shipments arriving in the Philippines **before** the cutover date of September 1, 2018 will be completed by Hapag-Lloyd Philippines.

All imports arriving in the Philippines on or **after** the cutover date of September 1, 2018 will be taken care of by Ben Line Agencies.

Please find below an overview of services that will be handled via Ben Line Agencies and the first cut-over Import voyages:

Vessel Name	Voy No.	DP No.	SSY	ETD Singapore	To
NYK Joanna	074N	218884	PID	5-Sep	Subic Bay, Manila North
NYK Joanna	074N	tba	IRA	5-Sep	Subic Bay, Manila North
Kota Juta	0337E	578217, 578219	IRA	6-Sep	Manila South, Manila North, Cebu
Esperanza N	0014E	578188	IRA	7-Sep	General Santos, Davao
GH Leste	814A	tba	IRA	2-Sep	Batangas

Vessel Name	Voy No.	DP No.	SSY	ETD Pt Kelang	To
NYK Joanna	074N	21884	PID	6-Sep	Subic Bay, Manila North

In case further assistance is required for your business during the cut-over phase, or if you would like to receive further information, please contact your local Hapag-Lloyd office.

Kind regards,

Hapag-Lloyd AG