

CustomerInfo

Region North America – New Customer Dispute Request

October 2, 2018

Dear Customer,

We have launched a new “Customer Dispute Request” on Hapag-Lloyd.com, which will help you receive improved response times to your rate disputes for both [USA](#) and [Canada](#) shipments.

If you deem that charges need to be disputed, please visit our [Hapag-Lloyd website](#) Offices & Local info for USA or Canada and open the tab “Customer Dispute Request”. Open and complete the Dispute Template and follow the available instructions.

The template is created to capture the information needed and also allows for relevant information to be attached to further expedite the process. You will in turn receive the assigned dispute handling number for reference and file management.

For further information, please contact your local Hapag-Lloyd office.

Kind regards,
Hapag-Lloyd (America), LLC
as agent of Hapag-Lloyd AG