

CustomerInfo

Region North America – New Customer Dispute Request

October 16, 2018

Dear Customer,

As previously announced on October 2, 2018, we have launched a new “Customer Dispute Request” on Hapag-Lloyd.com, which will help you to receive improved response times to your rate disputes for both [USA](#) and [Canada](#) shipments. If you deem that charges need to be disputed, simply click on the links above and scroll down the page of our Offices & Local info for USA or Canada for the “Hapag-Lloyd Dispute Template”.

Your feedback from our recent customer survey has identified that rapid resolution of disputes is a key issue for you and we have therefore adjusted our dispute process and dedicated additional resources which will allow us to significantly reduce the time it takes for us to resolve your rate dispute.

The template helps to capture the critical information needed and allows the attachment of relevant supplemental information to expedite the dispute resolution process. You will in turn promptly receive the assigned dispute handling number for reference and file management.

Once you have had a chance to use this template, let us know how the new process is working for you and offer any other suggestions. We encourage and value your feedback to help us continue to improve.

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

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