



Japan - Improved Dispute Handling

Dear Cord

We will launch a new standardized “Customer Dispute Request” process on **June 1, 2019**, which will improve response times to your invoice disputes.

If you deem that charges need to be disputed, please click the link shown in our invoice or visit our [local webpage](#) for Japan for the “[Hapag-Lloyd Dispute Template](#)”.

The template has been created to capture information in a more structured way and expedite all disputes far more efficiently. By submitting your dispute attaching the template to your email, you will receive an assigned dispute handling number for easy reference and file management.

We believe this new process will allow us to manage all disputes in a far more productive manner ultimately leading to improved turnaround times.

We are here for you - If you have any questions please [contact us](#).

Best regards,



Christian

**From Your Customer
Communication Team**

Keep in touch



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