

August 16, 2023

Changes to Manifest Amendment Fee structure for U.S. and Canada

Your feedback is essential to us at Hapag Lloyd, and we take your satisfaction seriously. That's why we've reevaluated the parameters of our Manifest Amendment Fee structure to better align with your needs and expectations.

We are pleased to inform you that, effective August 16, 2023, we will implement the following structure:

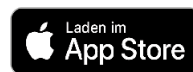
- Bill of Lading amendments prior FCL cutoff will not incur a charge.
- Bill of Lading amendments post FCL cutoff and up to the vessel's sailing will incur manifest amendment fee of \$25/amendment.
- Bill of Lading amendments after vessel departure will incur regular manifest amendment fees of \$130/amendment.

We appreciate your continued support, and we want to express our gratitude for bringing this matter to our attention. Our swift action demonstrates our unwavering commitment to providing you with the best service possible and we encourage you to share any further suggestions or concerns with our dedicated customer support team.

Regards,

Hapag-Lloyd (America) LLC

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