

Important update: Strike ends at U.S. East Coast and Gulf Ports

Dear Customer,

As you may have heard in the news, the International Longshoremen's Association (ILA) and the United States Maritime Alliance (USMX) reached a tentative agreement as of October 3, 2024, effectively ending the strike that impacted U.S. East Coast and Gulf ports. Further details of the agreement will be worked out over the next several months; however, port workers resumed operations on Friday, October 4, 2024.

Our teams are diligently working to restore normal operations, including loading and unloading containers on and off vessels and moving containers to their destinations that may have been discharged in foreign ports or returned to load ports. However, we anticipate that residual delays and disruptions will persist for some time, especially since ports, trucking, and rail services are operating at full capacity to clear the congestion caused by the strike.

We understand the current challenges and are committed to supporting you. To mitigate the impact on your operations and costs, we have implemented the following measures:

- **Vessel Re-routing:** We proactively rerouted cargo to alternate ports, ensuring shipments were not delayed. This was done at our cost, covering transportation to the original destination.
- **Demurrage Charges:** We will adhere to terminal policies and only pass on charges if billed. Our team is actively seeking leniency on your behalf.
- **Detention Charges:** We have extended free time through October 6, 2024. No detention charges will accrue during this period, and we will reassess the situation on October 7, 2024.

While we have taken every measure to minimize disruption and costs for you, we are continually assessing the situation and will communicate as needed any necessary recovery of additional costs caused by the strike, in line with our Bill of Lading/sea waybill terms, including Clauses 16 and 17.

We are closely monitoring the situation to ensure the safe handling of your cargo and will keep you informed of any significant updates. You can also track the latest developments in real time using our [Live-Tracker](#)

If you have any questions or require further assistance, please feel free to reach out. We greatly appreciate your patience and continued trust in Hapag-Lloyd during these unprecedented times.

Regards,

Hapag-Lloyd (America) LLC

This notice is written without prejudice to the terms and conditions contained in the relevant underlying contracts of carriage as evidenced by Hapag-Lloyd AG's standard Bill of Lading and/or Sea Waybill and the Hapag-Lloyd Tariff applicable thereto and/or any other applicable agreement governing the carriage of the subject cargo, as the case may be, all of which said terms and conditions continue to remain in full force and effect.