

Dear Customer,

We asked for your feedback in our last Customer Experience Survey (CES) and extend our sincere appreciation for your participation and for your candid and meaningful responses.

You spoke, we listened - Your feedback was instrumental in identifying areas of improvement and we are proud to report significant improvements* as we continue to focus on our target of becoming Number One for Quality:

- You asked for **quicker booking turnaround** times → now your bookings are processed in under just two hours.
- You needed to **connect faster** with us → we now get you in touch with our teams within 12 seconds, 93% of the time!
- You wanted **quick issue resolution** → we now resolve 76% of cases within 4 hours and 87% within 8 working hours!
- You requested **transparency in operational information** → now you have access to our service updates and terminal operations [here](#).
- You asked for online **import self-service tools** → now you can send Last Free Day requests (LFD) [here](#) and Earliest receiving Day requests (ERD) [here](#)

**The statements mentioned above apply to Hapag-Lloyd USA, excluding our Long Beach office.*

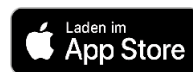
We will continue to share regular updates and request feedback through Customer Experience Surveys, pulse checks and other tools. With full transparency we invite you to hold us accountable to become your Number One in Quality of Service. You can measure our performance with you [here](#).

As always, thank you for your business.

Regards,

Hapag-Lloyd (America) LLC

Keep in touch



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