

# CustomerInfo

## Restructuring of Service Portfolio from/to Europe to/from Caribbean, Central America and South America West Coast

May 17, 2019

Dear Customer,

In our continued efforts to provide you high quality of services, optimize and further strengthen our products, and review our cooperations, we would like to inform you about the upcoming restructuring of our Service Portfolio, effective as from June 2019:

- The **Central America - North Europe Service – SW3 Service** will terminate beginning of June 2019. The last southbound sailing will be M/V “CMA CGM Fort St Georges” Voyage 9323S starting at Rotterdam, Netherlands on June 6, 2019. The last northbound sailing will be M/V “CMA CGM Fort St Georges” Voyage 9323N starting at Puerto Barrios, Guatemala on June 28, 2019.
- The **North Europe - West Coast Express – EWX Service** will terminate end of June 2019. The last southbound sailing will be the M/V “MSC Gayane” Voyage 926A starting at Rotterdam, Netherlands on June 25, 2019. The last northbound sailing will be the M/V “MSC Shreya B” Voyage 926R starting at San Antonio, Chile on June 28, 2019.
- The **South America West Coast - North Europe Express – SWX Service** will be enhanced by an additional southbound call at Caucedo, Dominican Republic and we will switch the port in Central Chile from Valparaiso to San Antonio. The first southbound sailing with this changed pro-forma schedule will be M/V “Valparaiso Express” Voyage 9123S starting at Rotterdam, Netherlands on June 4, 2019. The corresponding northbound sailing will be M/V “Valparaiso Express” Voyage 9123N starting at San Antonio, Chile on July 10, 2019.

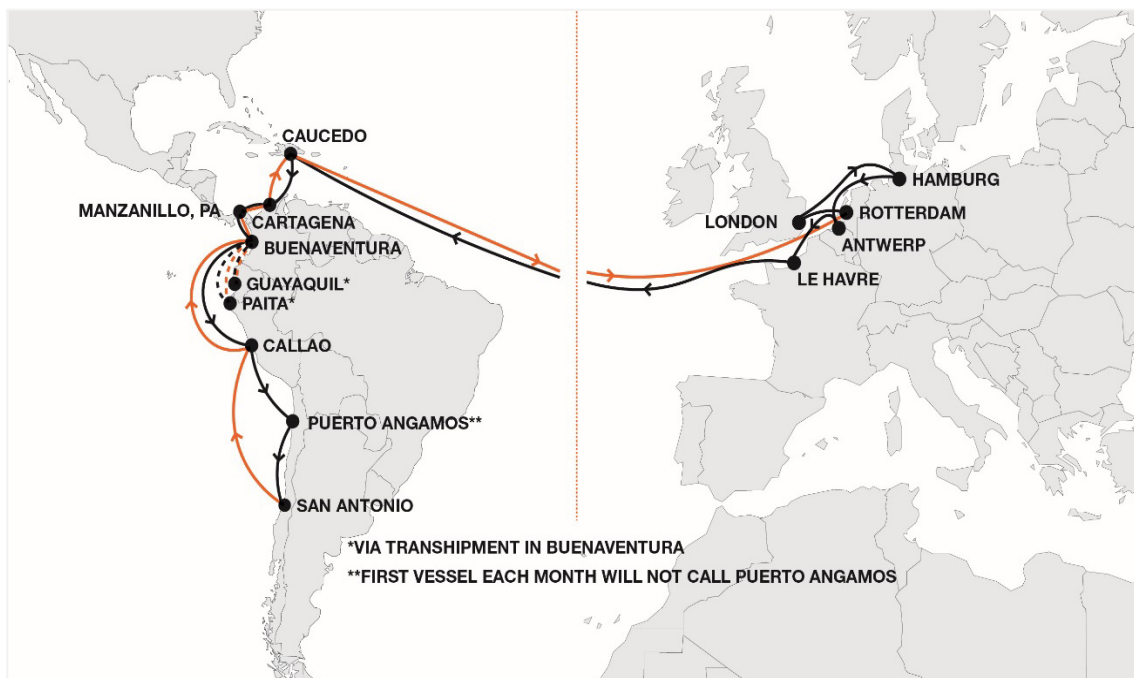
The cargoes from/to Central America (Honduras, Nicaragua, El Salvador, Belize, Guatemala and Costa Rica) and Caribbean (Dominican Republic, Haiti, Jamaica and other Caribbean Islands) which we have been serving so far by SW3, partly already in transshipment, will be accepted on our SWX Service with further transshipment at Caucedo, Dominican Republic and/or Cartagena, Colombia.

Hapag-Lloyd will strengthen this product even further by deploying the fifth own operated vessel M/V “Santos Express” which was designed and built for the requirements of this sub-trade, i.e. Reefer and Special Cargoes.

Chairman of the Supervisory Board: Michael Behrendt  
Executive Board: Rolf Habben Jansen (CEO), Nicolás Burr, Anthony J. Firmin, Dr. Maximilian Rothkopf, Joachim Schlotfeldt  
Registered Office: Hamburg, Company Register: Amtsgericht Hamburg HRB 97937

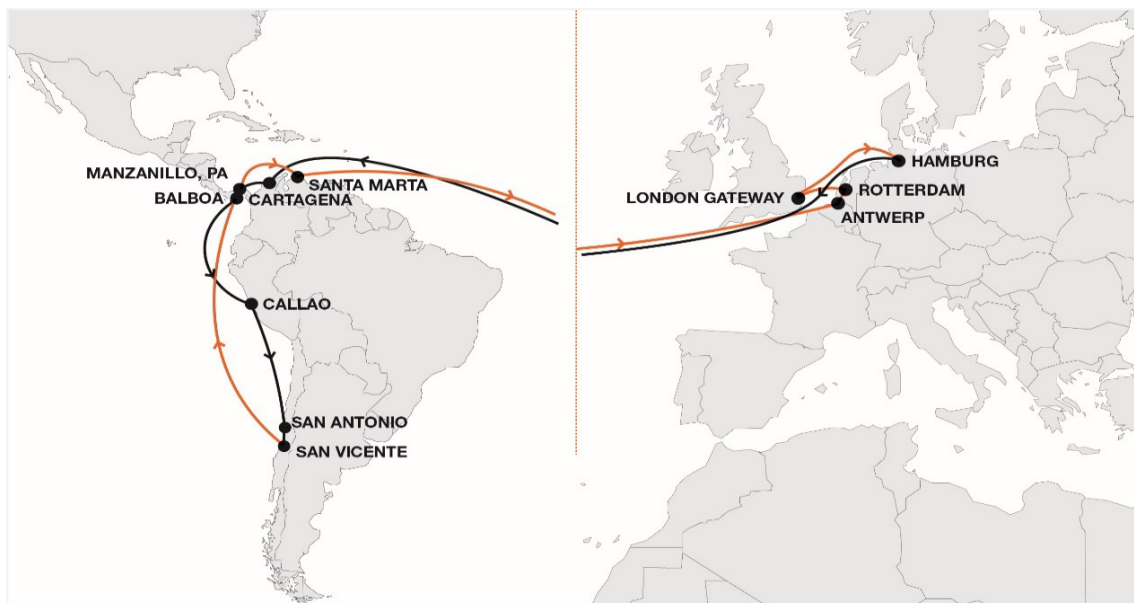
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### Enhanced SWX Service as of June 2019



- Also commencing early June 2019, we will offer a **new product between North Europe and South America West Coast including South of Chile – SW2 Service** with transit times and connections in the Caribbean competitive to other services. Furthermore we will offer a weekly sailing northbound from Santa Marta, Colombia which will strengthen our position to better serve our reefer customers in particular.

### New SW2 Service as of June 2019

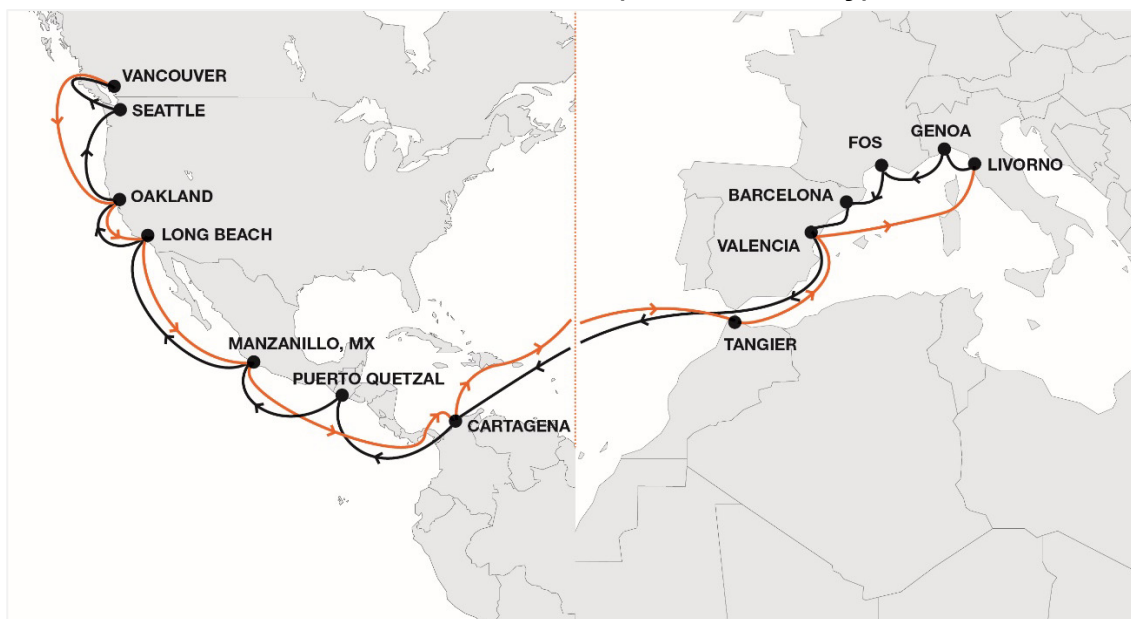


The first southbound sailing will be M/V “Lexa Maersk” Voyage 923S starting at Antwerp, Belgium on June 6, 2019. The first northbound sailing will be M/V “Luna Maersk” Voyage 923N at San Antonio, Chile on June 9, 2019.

- At this stage there are no changes to the **Caribbean - Express Service – CES**.
- The **Mediterranean - South America West Coast – MSW Service** will terminate beginning of June 2019. The last southbound sailing will be M/V “Celina Star” Voyage 367MGW starting at Livorno, Italy on June 2, 2019. The last northbound sailing will be M/V “Celina Star” Voyage 367MGE starting at San Antonio, Chile on July 6, 2019.
- We will strengthen further **our own Atlantic Services, i.e. Mediterranean - Pacific Express Service – MPS and Mediterranean - Gulf Express Service – MGX with a transshipment operation at Cartagena, Colombia and a new, own and dedicated Hapag-Lloyd South America West Coast Feeder – FSW** commencing operation beginning of July 2019.

We will offer competitive transit times northbound also for our reefer customers. Therefore we will enhance the MPS Service as follows:

#### Enhanced MPS Service as of June 2019 (eastbound only)

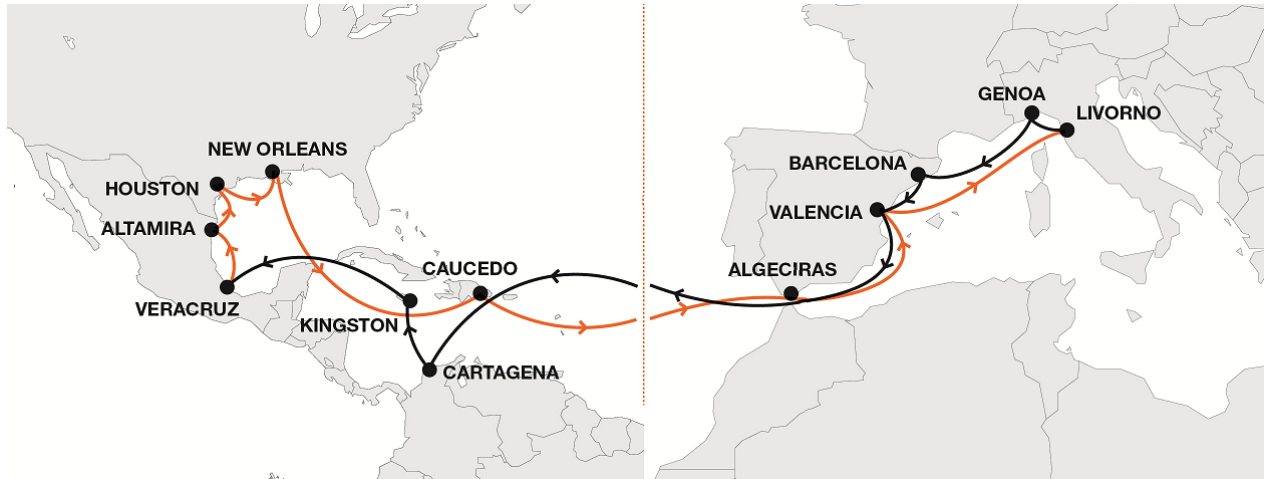


The **eastbound port call of Caucedo**, Dominican Republic will be removed and added to the restructured MGX Service (see below). The first effective eastbound sailing will be M/V “Oakland Express” Voyage 10E27 starting at Vancouver, Canada on June 28, 2019 and arriving at Cartagena, Colombia on July 20, 2019.

The **cargoes ex Mediterranean** for destinations at Central America, Caribbean and South America West Coast will be accommodated on M/V “Düsseldorf Express” Voyage 18W24 starting at Livorno, Italy on June 13, 2019 and arriving at Cartagena, Colombia on July 5, 2019.

The **cargoes ex South America West Coast** for destinations in the Mediterranean will be connecting at Cartagena, Colombia with M/V “Rotterdam Express” Voyage 18E28 on July 27, 2019.

### Enhanced MGX Service as of June 2019



We will add westbound port calls at Cartagena, Colombia and Kingston, Jamaica to serve and connect cargoes from the Mediterranean to South America West Coast, Central America and the Caribbean.

The port of call at Caucedo, Dominican Republic will change from westbound to eastbound and replaces the connection today offered by the MPS Service.

Miami will no longer be covered by the MGX but served by the direct call on our AL6 Service.

In the Mediterranean, we will **add a call at the port of Algeciras**, Spain for import and connecting cargoes to other sub-trades. This change is designed to serve all Spanish import customers with attractive transit times for reefer cargoes ex South America West Coast.

The first sailing with the enhanced schedule will be M/V “Venetiko” 15W24 / 15E27 departing from Livorno, Italy on June 12, 2019 and arriving at Cartagena, Colombia on June 30, 2019.

With these changes, Hapag-Lloyd will maintain two departures from the Mediterranean to destinations in the Caribbean, Central America and West Coast South America.

## The new Hapag-Lloyd owned and dedicated Feeder “FSW”



Our first **Feeder South America Westcoast (FSW) southbound sailing** will depart from Cartagena, Colombia on July 5, 2019 and connect with M/V “Düsseldorf Express” Voyage 18W24 of our MPS Service respectively M/V “Venetiko” Voyage 15W24 of the MGX Service for final destinations Buenaventura (Colombia), Paíta (Peru) and Guayaquil (Ecuador).

The **first sailing northbound** will commence at Paíta, Peru on July 11, 2019 arriving at Cartagena, Colombia on July 19, 2019 to connect to M/V “Oakland Express” Voyage 10E27 bound for Mediterranean and other destinations.

We will communicate any further changes in due time.

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

Kind regards,

Hapag-Lloyd AG