

HAPAG-LLOYD DENİZAŞIRI NAKLİYAT A.Ş.

July 7, 2023

- **Hapag-Lloyd Türkiye – Counter Services**

Dear Valued Customers,

As of **July 3, 2023**, Ilkay Shipping has started providing 'Counter Services' on behalf of Hapag-Lloyd to our esteemed customers.

Regrettably, we encountered some unforeseen technical challenges during the initial two days of this transition. These challenges had an impact on the performance and delivery processes of Bill of Ladings and Delivery Orders.

However, we are happy to inform you that as of Wednesday, these issues have been successfully resolved. Ilkay Denizcilik and all our departments are working diligently to address the workload caused by technical matters. Rest assured; We are making every effort to bring the process under control as quickly as possible.

We sincerely appreciate your understanding and support during this time.

Best Regards,
Hapag-Lloyd Overseas Transport S.A.



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