

If you're shipping to Australia, here's relevant information related to PIN Issue 1-STOP

Dear Customer,

If you are shipping into Australia, here's some important information related to 1-Stop services:

- If you experience issues with the container-release PIN, please contact 1-Stop on their 24-hour helpline number 1300 881 055. The helpline can resolve your queries immediately without delaying the release.
- For EIDO issues, please contact 1-Stop at helpdesk@1-stop.biz

Hapag-Lloyd will continue to correctly transfer data to 1-Stop, who are the only party who can assist with the above-mentioned issues. Please note that we will not be responsible for any delays or adjacent costs related to PIN issues.

Best regards,

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

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