

Dear customer

We are pleased to share that our operations are running so the handling of your cargo in transit is now close to normal. We greatly appreciate your patience and support during this period.

We are also grateful that we are finally making good progress towards restoring our infrastructure, to be able to serve you in full, however we have to acknowledge that this is a big task at hand.

As a result we are now pleased to confirm the following:

Terminals

Most terminals are operating. To see status of your terminal and gate operation please visit this authenticated link <http://www.maersk.com/operationalupdate>. We will aim to update information here as frequent as possible, minimum daily.

Your Past Bookings

All bookings made before the incident on the 27th of June 08:00 are secured and the data is saved in our systems. For those bookings that were confirmed, equipment will be released as normal.

You do not need to create replacement or duplicate bookings. This includes bookings made via EDI.

New Bookings - Dry and Reefer

Via INTTRA.

As communicated in our last message, we are excited that bookings can be placed on the world's largest booking platform: INTTRA. Please follow your normal procedures!

Via EDI

Bookings can still be sent through EDI and will be held and will be batch confirmed early next week.

Via Online

We have recently also opened a simplified online booking form. You can access this via our websites or by clicking the link below. We can confirm that this link has been authenticated and cleared by security and the tool is isolated from our network to avoid any risk to you. (Link shared will depend on which business we are sending)

Maerskline

<http://tinyurl.com/apmmbook>

MCC

<http://tinyurl.com/mccbook>

Safmarine

<http://tinyurl.com/safmbook>

Seagoline

<http://tinyurl.com/sglbook>

Sealand

<http://tinyurl.com/seaubook>

Dangerous Cargo via the online form

We have some limitations to receive bookings for some dangerous goods categories. Specific questions on this are to be addressed to your sales rep via their mobile.

Pricing

Rates issued prior to the system outage still stand, and no changes will be effected until our systems are restored.

We will keep you updated with any further information. You can also stay informed about the latest information including local updates on www.maersk.com/operationalupdate. This website and link has been checked, authenticated and cleared by security in order to avoid any risk to you.

Thank you once again for your patience and we look forward to carrying your cargo.

The Maersk Team