



Dear Valued Customer,

The CMA CGM Group (excluding CEVA Logistics) is currently dealing with a cyber-attack impacting peripheral servers. As soon as the security breach was detected, external access to applications was interrupted to prevent the malware from spreading. Our teams are fully mobilized and access to our information systems is gradually resuming.

Today we are pleased to confirm to you that we are in position to process your bookings using either e-channel or Manual channel:

1. E-booking : except the www.cma-cgm.com channel, **all usual channels and direct EDI** bookings are opened.
: for faster booking released, **INTTRA** remains the preferred channel.
2. Manual bookings : A special process has been designed enabling you to place your booking manually using one of the following email addresses:
 - North China : GSC.WBBKG_NC@CMA-CGM.com
 - Ningbo : GSC.SUBCONGULFBKG_NB@cma-cgm.com
 - Shanghai : GSC.EBBKG_SHG@CMA-CGM.COM
 - South China : GSC.EBBKG_SC@CMA-CGM.COM

Your usual Customer Care contact in each of the CMA CGM China agency is ready to accompany you in this temporarily process and ensure your orders smooth executions.

Should you have any query on your booking, please feel free to contact our customer service team in each branch (attached list for your easy reference).

Thanks in advance for your understanding and patience, and apologies for any inconvenience caused to you.

Your Sincerely,
CMA CGM China