



CUSTOMER ADVISORY

GLOBAL UPDATE – Sep 29 2020

Dear Valued Customer,

The CMA CGM Group is currently dealing with a cyber-attack. We have decided to temporarily suspend all access to our eCommerce websites to protect our customers. Our teams are fully mobilized and access to our information systems is gradually resuming.

All communications to and from the CMA CGM Group are secure, including emails, transmitted files and electronic data interchange (EDI) interfaces.

Maritime and port activities are fully operational.

Regarding your bookings:

1. All bookings confirmed before Sunday September 27th 3.00pm (CEST) are secured and will be attended to.
2. For new bookings after this date:
 - If you use a direct EDI connection or a platform such as INTTRA / GT Nexus / CargoSmart: please continue to follow the usual process.
 - If you use the CMA CGM Group's eCommerce platforms, we offer you the following **2 alternatives to place your bookings**.

- **INTTRA**

We strongly encourage you to prioritize the use of INTTRA's web portal or EDI, using your existing INTTRA account.

[INTTRA web portal](#)

- **Manual booking form**

If you do not have an existing INTTRA account, you may submit the following booking request form to your local agent.

[Download booking form](#)

Your bookings will be processed as quickly as possible.

If you need any assistance, please do not hesitate to email or call your usual representative.

Thanking you in advance for your patience and understanding.

As ever, we are fully committed to you.

The CMA CGM Group