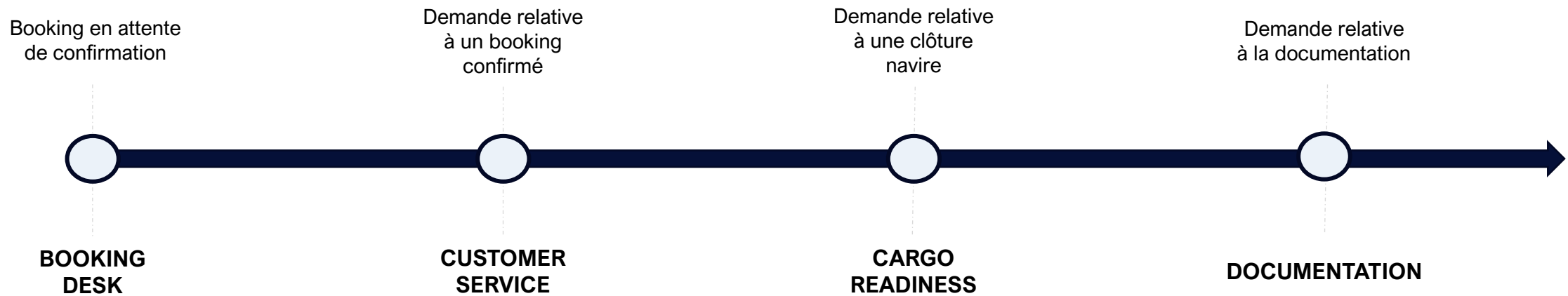


Customer care timeline



BOOKING DESK - CMA CGM Agence France

	TRADES									
	NORD SUD*			EST OUEST*				REEFER &SPECIALIZED		HAZARDOUS
	OCEAN INDIEN	ANTILLES GUYANE	AFRIQUE	AM. SUD PACIFIQUE OCEANIE	AM. NORD	FAR EAST	MIDDLE EAST	REEFER	SPECIALIZED (OOG, Break Bulk, Militaire)	
Conseillers clientèles	02.35.22.38.34 lhv.bkgoi@cma-cgm.com	02.35.22.38.24 lhv.bkgantilles@cma-cgm.com	02.35.22.38.01 lhv.bkgafrique@cma-cgm.com	02.35.22.38.17 lhv.bkgamsud@cma-cgm.com	02.35.22.38.16 lhv.bkguscanadamex@cma-cgm.com	02.35.22.37.10 lhv.bkgfareast@cma-cgm.com	02.35.22.37.22 lhv.bkgmideast@cma-cgm.com	02.35.22.37.26 lhv.bkg-reefer@cma-cgm.com	02.35.22.37.26 lhv.bkg-specializedcargot@cma-cgm.com	02.35.22.37.15 lhv.bkg-dgx@cma-cgm.com
1er Niveau d'escalade	Mélanie LEROUX 02.32.74.11.68 lhv.mleroux@cma-cgm.com			Delphine DOUTRELEAU 02.32.74.14.17 lhv.ddoutreleau@cma-cgm.com				Emilie BOCQUET 02.32.74.13.11 lhv.ebocquet@cma-cgm.com		Maryline MAINGUY 02.32.74.12.55 lhv.mmainguy@cma-cgm.com
2ème Niveau d'escalade Manager				Juliette POTTIER 02.32.74.10.69 06.27.09.47.23 lhv.jpottier@cma-cgm.com				Mélanie GUYET 02.32.74.12.15 06.07.39.26.30 lhv.mguyet@cma-cgm.com		Jérémy FREMONT 02.32.74.11.10 06.25.41.03.45 lhv.jfremont@cma-cgm.com
3ème Niveau d'escalade Booking Manager	Céline LEBUMENT 02.32.74.15.65 06.19.46.50.31 lhv.clebrument@cma-cgm.com									
Directeur de service	Thierry BARBOT 02.32.74.17.18 06.51.44.91.85 lhv.tbarbot@cma-cgm.com									

* standard hors OOG, BB, military

SERVICE CLIENT EXPORT- CMA CGM Agence France

TRADES									
NORD SUD*			EST OUEST*				REEFER &SPECIALIZED		HAZARDOUS
OCEAN INDIEN	ANTILLES GUYANE	AFRIQUE	AM. SUD PACIFIQUE OCEANIE	AM. NORD	FAR EAST	MIDDLE EAST	REEFER	SPECIALIZED (OOG, Break Bulk, Militaire)	
02.35.22.38.34 lhv.bkgoi@cma-cgm.com	02.35.22.38.24 lhv.bkgantilles@cma-cgm.com	02.35.22.38.01 lhv.bkgafrique@cma-cgm.com	02.35.22.38.17 lhv.bkgamsud@cma-cgm.com	02.35.22.38.16 lhv.bkguscanadamex@cma-cgm.com	02.35.22.37.10 lhv.bkgfareast@cma-cgm.com	02.35.22.37.22 lhv.bkgmideast@cma-cgm.com	02.35.22.37.26 lhv.bkg-reefer@cma-cgm.com	02.35.22.37.26 lhv.bkg-specializedcargot@cma-cgm.com	02.35.22.37.15, lhv.bkg-dgx@cma-cgm.com
Mélanie ROSE 02.32.74.18.30 lhv.mrose@cma-cgm.com			Vanessa TESSIER 02.32.74.13.02 lhv.vtessier@cma-cgm.com				Twinky GROUT 02.32.74.17.50 lhv.tgroutdonnet@cma-cgm.com		Sandrine LEPREVOST 02.32.74.18.75 lhv.sleprevost@cma-cgm.com
			Milène TANQUEREL 02.32.74.13.93 06.13.52.33.94 lhv.mtanquerel@cma-cgm.com				Hélène PAPION 02.32.74.13.88 06.07.39.73.70 lhv.hpapion@cma-cgm.com		Julien MAHEUT 02.32.74.19.65 lhv.jmaheut@cma-cgm.com
Aurélie ESCALIER 02.32.74.12.79 06.72.13.51.23 lhv.aescalier@cma-cgm.com									
Thierry BARBOT 02.32.74.17.18 06.51.44.91.85 lhv.tbarbot@cma-cgm.com									

* standard hors OOG, BB, military

SERVICE CLIENT EXPORT - CMA CGM LE HAVRE

	TRADES						
	OCEAN INDIEN	ANTILLES GUYANE	PACIFIQUE SUD AM - OCEANIE	AM NORD USA - CANADA MEXIQUE	AFRIQUE	MIDDLE EAST INDE – GULF EAST MED BLACK SEA BALTIQUE	
PAYS	COMORES MADAGASCAR MAURICE MAYOTTE REUNION SEYCHELLES	ANGUILLA ANTIGUA ET BARBUDA BARBADE ILES VIERGES BRITANNIQUES DOMINQUE GUYANE FRANCAISE GRENADE GUADELOUPE GUYANA MARTINIQUE MONTSERRAT ANTILLES NEERLANDAISES SAINT KITTS ET NEVIS SAINTE LUCIE ST VINCENT ET LES GRENADINES SURINAME	ARGENTINE ARUBA AUSTRALIE BAHAMAS BELIZE BRESIL ILES CAYMAN CHILI COLOMBIE COSTA RICA CUBA REPUBLIQUE DOMINICAINE EQUATEUR SALVADOR FIDJI POLYNESIE FRANCAISE GUATEMALA HAITI HONDURAS JAMAIQUE NOUVELLE CALEDONIE NOUVELLE ZELANDE NICARAGUA PANAMA PAPOUASIE NOUVELLE GUINEE PARAGUAY PEROU SAMOA TONGA TRINIDAD ET TOBAGO URUGUAY VANUATU VENEZUELA WALLIS ET FUTUNA	MEXIQUE PERTO RICO ETATS UNIS ILES VIERGES AMERICAINES CANADA	ANGOLA BENIN BURKINA FASO BURUNDI CAMEROUN CAP VERT REPUBLIQUE DEMOCRATIQUE DU CONGO COTE D'IVOIRE DJIBOUTI GUINEE EQUATORIALE ERYTHREE GABON GAMBIE GHANA GUINEE GUINEE-BISSAU KENYA LIBERIA MALDIVES MAURITANIE MOZAMBIQUE NAMIBIE NIGERIA NIGER REPUBLIQUE CENTRAFICAINE RWANDA TCHAD SAO TOME ET PRINCIPE SENEGAL SIERRA LEONE SOMALIE AFRIQUE DU SUD SOUDAN TANZANIE TOGO RWANDA	BRUNEI DARUSSALAM BANGLADESH CAMBODGE CHINE HONG KONG INDONESIE JAPON MACAU MALAYSIE MYANMAR PHILIPPINES SINGAPOUR COREE DU SUD TAIWAN THAILAND TIMOR-LESTE VIETNAM	ALBANIE BAHRAIN BULGARIE CROATIE CHYPRE EGYPTE GEORGIE GRECE INDIE IRAN IRAQ JORDANIE KUWAIT LYBAN MALTA OMAN PAKISTAN QATAR ROUMANIE RUSSIE ARABIE SAOUDITE SLOVENIE SRI LANKA REPUBLIQUE ARABE SYRIENNE TURQUIE UKRAINE EMIRATS ARABES UNIS YEMEN

CUSTOMER CARE - CMA CGM Le Havre

	TRADES						TRANSPORT EQUIPEMENT	
	CS IMPORT	DOCUMENTATION EXPORT	DOCUMENTATION IMPORT	DDSM IDLE FULL	CARGO READINESS	XTRADES	FOCAL POINT	FOCAL POINT
Contacts clientèles		* ORIENT AFRIQUE 02.35.22.38.73 **AMER/AG/OI/PACIF 02.35.22.38.76 lhv.docexport@cma-cgm.com	02.35.22.38.81 lhv.freleaseimport@cma-cgm.com	DDSM lhv.demdet@cma-cgm.com IDLE FULL lhv.idlefullfr@cma-cgm.com	02.35.22.38.10 lhv.cargoreadiness@cma-cgm.com	lhv.xtradea@cma-cgm.com lhv.xtradeb@cma-cgm.com	02.35.22.38.30 lhv.fptrpt@cma-cgm.com	02.35.22.38.40 lhv.fpeqpt@cma-cgm.com
1er Niveau d'escalade	Elodie LEGAL 02.32.74.14.26 lhv.elegal@cma-cgm.com		Angélique CARLIER 02.32.74.16.15 lhv.acarlier@cma-cgm.com		Adeline MARC 02.32.74.14.01 lhv.coord-creadiness@cma-cgm.com			
2ème Niveau d'escalade Manager	Sophie LEDUC 02.32.74.12.30 lhv.sleduc@cma-cgm.com	* Jennifer ROSCONVAL 02.32.74.17.75 lhv.jroconval@cma-cgm.com **Stephanie SANTOS DO MOINHO 02.32.74.15.99 lhv.ssantos@cma-cgm.com	Julie DESHAYS 02.32.74.15.92 lhv.jdeshays@cma-cgm.com	Nathalie CAMERLYNCK 02.32.74.14.67 lhv.ncamerlynck@cma-cgm.com	Nadia JAM HAMMED 02.32.74.17.27 lhv.njamhammed@cma-cgm.com	Karim KHALFOUNE 02.32.74.18.45 lhv.kkhalfoune@cma-cgm.com	Julien LIMARE 02.35.22.38.30 lhv.fptrpt@cma-cgm.com	Romain LESUEUR 02.35.22.38.40 lhv.fpeqpt@cma-cgm.com
3ème Niveau d'escalade Manager Service client	Aurélie ESCALIER 02.32.74.12.79 06.72.13.51.23 lhv.aescalier@cma-cgm.com	Nathalie DECAENS 02.32.74.16.67 lhv.ndecaens@cma-cgm.com	Nathalie DECAENS 02.32.74.16.67 lhv.ndecaens@cma-cgm.com	Nathalie DECAENS 02.32.74.16.67 lhv.ndecaens@cma-cgm.com		Sylvie GOUR 02.32.74.16.85 lhv.sgour@cma-cgm.com	Cyril NOLENT 02.35.22.38.30 lhv.fptrpt@cma-cgm.com	Omar BOUZIT 02.35.22.38.40 lhv.fpeqpt@cma-cgm.com
Directeur de service	Thierry BARBOT 02.32.74.17.18 06.51.44.91.85 lhv.tbarbot@cma-cgm.com						Damien CHANU 02.32.74.17.92 06.76.45.75.88 lhv.dchanu@cma-cgm.com	

CUSTOMER CARE- CMA CGM Marseille

	TRADES			
	EXPORT	IMPORT	DOCUMENTATION EXPORT	DDSM IDLE FULL
Contacts clientèles	CT mrs.bookingnaf@cma-cgm.com RORO mrs.booking-roronaf@cma-cgm.com CARGO READINESS mrs.cargoreadiness@cma-cgm.com	mrs.import.naf@cma-cgm.com 04.91.14.91.43	CT mrs.doc-exp.naf@cma-cgm.com 04-91-14-91-42 RORO mrs.doc-exp.nafroro@cma-cgm.com 04-91-14-91-41	DDSM lhv.demdet@cma-cgm.com IDLE FULL lhv.idlefullfr@cma-cgm.com
1er Niveau d'escalade	Christelle CASAZZA 04.88.91.77.53 mrs.ccasazza@cma-cgm.com	Estelle COUTURE-MEAUD 04.88.91.77.46 mrs.ecouture@cma-cgm.com	Estelle COUTURE-MEAUD 04.88.91.77.46 mrs.ecouture@cma-cgm.com	
2ème Niveau d'escalade Manager	Joël MAISONNEUVE 04.88.91.77.43 mrs.jmaisonneuve@cma-cgm.com	Didier CARRERE 06.20.91.23.73 04.88.91.76.61 mrs.dcarriere@cma-cgm.com	Didier CARRERE 06.20.91.23.73 04.88.91.76.61 mrs.dcarriere@cma-cgm.com	Nathalie CAMERLYNCK 02.32.74.14.67 lhv.ncamerlynck@cma-cgm.com
3ème Niveau d'escalade Manager Service client	Auréli ESCALIER 02.32.74.12.79 06.72.13.51.23 lhv.aescalier@cma-cgm.com	Nathalie DECAENS 02.32.74.16.67 lhv.ndecaens@cma-cgm.com	Nathalie DECAENS 02.32.74.16.67 lhv.ndecaens@cma-cgm.com	Nathalie DECAENS 02.32.74.16.67 lhv.ndecaens@cma-cgm.com
Directeur de service	Thierry BARBOT 02.32.74.17.18 06.51.44.91.85 lhv.tbarbot@cma-cgm.com			

* Algérie Maroc Tunisie Libye