



March 23<sup>rd</sup> , 2023

**Introducing our new Global Business address for Cargo Claims**

Dear Customer

As always, we strive to understand and listen to your needs and challenges when it comes to moving your goods around the world. To improve the way we manage your cargo claims requests, we will implement a change to our claims customer service email addresses.

This change will allow our claims customer service representatives to capture, access and manage your case more effectively than before. This translates to faster turnaround time in response to your case while bringing you an improved customer experience.

This change will be rolled out during **April 3<sup>rd</sup>, 2023**. All claims customer service teams managing your cargo claims globally will have single email address for all communication. Below is your dedicated Hamburg Sud claims customer service address. Please note our phone system or other channel of your communication remains unchanged.

[Customer.cargoclaims@hamburgsud.com](mailto:Customer.cargoclaims@hamburgsud.com)

With this new business address we will be improving customer experience by:

- No need to remember multiple email addresses
- There is no need to call to confirm your email was received
- All communication for a single request will be visible for our colleagues in one place
- Any back up colleague are able to trace back all historical communications of any request

Please note that this change only applies to Hamburg Sud claims customer service team.

If you have further questions about this upcoming change, please do not hesitate to contact us. We thank you for your business and look forward to continuously serving your global transportation needs.

Sincerely,  
Hamburg Sud