

18th December 2023**Port Call Adjustment on Maersk Hamburg and Maersk Hanoi (AE12) Services**

Dear Customer,

A.P. Moller – Maersk is continuing to monitor the situation in and around the Red Sea and making necessary service adjustments to ensure the safety of vessels, crew, and customers' cargo onboard.

Our teams have been working hard to ensure operations continue to function as smoothly as possible amid the ongoing geopolitical situation, however an increased security risk means that Maersk Hamburg 346W and Maersk Hanoi 347W (AE12 services) will not call the Port of Haifa, Israel.

If you have cargo bound for Haifa on either vessel, please note that it will be discharged at Port Said and connected to Haifa via the L07 feeder service. Both vessels are sailing via the Cape of Good Hope with estimated times of arrival (ETA) at Port Said on 8th January (Hamburg) and 13th January (Hanoi).

Maersk has the necessary capacity on the L07 feeder to facilitate cargo delivery to Haifa and we currently anticipate a delay of approximately 5-10 days over a direct, mainline call. We will do all in our power to minimise the delay and deliver containers to Haifa as quickly as operationally feasible. As soon as we have more information and approved delivery schedules for your cargo, they will be communicated directly.

We understand the impact this may have on your supply chain, but please rest assured that all decisions have been carefully considered by our teams and only implemented to ensure the safety of our vessels, crew and your cargo.

We appreciate your trust and loyalty as we work through these challenging circumstances. If you have any questions or wish to discuss options for your cargo, please don't hesitate to reach out to your local Maersk representative.

Sincerely,

A.P. Moller – Maersk