

■ USA Chassis Provision Changes – Frequently Asked Questions (FAQ)

February 1, 2011

Dear Customer,

We would like to inform you that as per our new chassis program, we will no longer provide chassis for merchant haulage - MH shipments. The geographical time table for implementation of this program is included in a separate customer letter.

We have identified various Frequently Asked Questions which we would like to highlight as follows:

Q: *Why is Hapag-Lloyd implementing the change in program?*

A: This revised program will allow:

- Shippers and truckers greater flexibility and control to use a chassis for multiple moves and return when it makes operations sense.
- Reduce congestion and idle time, by spending less time waiting in line for a chassis at port and inland terminals, ultimately reducing emissions and improving the environment.
- Less repositioning and gates moves and improve driver turnaround times, making for a more efficient supply chain.

Q: *Is there a situation when Hapag-Lloyd will arrange for the chassis?*

A: Yes, we will continue to provide chassis for carrier's haulage - CH (door delivery) shipments through the trucker.

Q: *Can a Trucker/Shipper use his or her own chassis?*

A: Yes, one can use his or her own chassis as long as the chassis conforms to all federal, state and local governmental regulations and standards.

Q: *Will Hapag-Lloyd provide shippers and truckers information on chassis providers by geographical locations?*

A: Yes, we intend to provide contact details for alternative chassis solutions by geographical locations at least 30 days prior to the announced timeline.

Q: How will established contract provisions be covered/honored (i.e. free time)?

A: Contract provisions with respect to container equipment free times will continue, absent provision of chassis. Please address any questions with your sales representative.

Q: What is the free time for a chassis in a carrier's haulage - CH shipment?

A: In a carrier's haulage shipment, the free time for the chassis is equal to the free time for the container. Container free time parameters still apply based upon the tariff or each customer's agreement.

Q: What is the free time for a chassis in a merchant haulage - MH shipment?

A: In a merchant haulage - MH shipment, the free time for the chassis is between the trucker and the shipper without Hapag-Lloyd involvement. Container free time parameters still apply based upon the tariff or each customer's agreement.

Q: In a merchant haulage - MH shipment who is responsible for the chassis cost?

A: In merchant haulage shipments the trucker will be billed by the chassis provider unless trucker is using their own chassis. Any cost agreement is between the shipper and trucker without Hapag-Lloyd involvement.

Q: How does a trucker obtain a chassis?

A: The trucker may provide their own chassis or use a chassis through one of the chassis providers available in each individual local market. We will provide additional details according to our timeline.

Q: How will this change affect a wheeled operation at a marine or rail terminal? (If applicable)

A: The customer or their trucker would be responsible for all flip (grounding and mounting) charges.

Q: Will Shipper Pool arrangements be affected?

A: Yes, customers impacted by this will be contacted by their sales representative.

For further information please contact your local Hapag-Lloyd sales representative.

Kind regards,

Hapag-Lloyd AG