

2nd Nov 2020

Introduction of Manual Booking Amendment Fee - Thailand

Dear Customer,

To improve your booking process experience, we are implementing Manual Booking Amendment Fee, effective on price calculation date 2nd December 2020.

Booking amendment can be done via e-channels (www.Maersk.com, EDI and INTTRA) that allows you to have seamless experience from the request of booking amendment to the booking confirmation without effort to follow up via email. In order to reinforce and improve this process, we will begin to charge Manual Booking Amendment fee for any amendments requested via e-mail.

For a smooth transition, we will implement the policy in 2 phases. The first phase is from **2nd Nov 2020 to 1st Dec 2020**. In this phase, if you request to amend booking manually, you will be able to amend it without any fee occurred. Additionally, we will notify regarding the fee that will apply in the future.

The final phase will start from **price calculation date 2nd Dec 2020** which we will fully implement the charge as below details;

| | |
|--------------------------|---|
| Scope: | Thailand to World |
| Effective Date: | Price calculation date 2 nd December 2020. |
| Surcharge name: | Manual Booking Amendment Fee |
| Surcharge tariff: | THB 300/Amendment |

In case of questions, feel free to contact us through our local customer service teams or on Maersk.com.

Sincerely,
Maersk