



Customer Advisory: Temporary Change to Value Protect for Reefer Cargo

Effective date: 3 April 2026

Applies until further notice

Dear Customer,

We would like to inform you of a temporary change affecting **Value Protect Cool Packages** for reefer cargo (frozen and chilled).

Availability of Value Protect

From **3 April 2026** until further notice, it will no longer be possible to book Value Protect for reefer cargo shipped **to or through** the following countries:

- Oman (including Sohar and Salalah)
- United Arab Emirates (including Khor Fakkan and Fujairah)
- Iraq
- Kuwait
- Qatar
- Bahrain
- Saudi Arabia*

*For Saudi Arabia, this suspension does not apply to shipments with a port of discharge in Jeddah or King Abdullah Port.

This applies to all shipments routed through these locations, regardless of origin.

Reason for the change

Due to the current situation in the region, cargo flows into and through these ports have been disrupted. The resulting operational uncertainty means we cannot consistently meet the service quality standards associated with Value Protect, particularly in relation to:

Limited routing options and reduced operational flexibility, increasing delay-related risk

Risk mitigation measures that depend on stable port operations and controllable transit conditions

Continuing to offer Value Protect for reefer cargo routed to or through these locations would create a

misalignment between service expectations and what can realistically be delivered under current conditions.

Additional information

Please note that Maersk Cargo Insurance is also not available for reefer cargo moving through the ports listed above.



What this means for your shipments

- Value Protect Cool Packages cannot be applied to reefer shipments routed through the affected locations, even where included as part of an existing agreement.
- Routing will be reviewed early in the quotation and booking process, and customers will be informed if a shipment is affected.
- Where applicable, Value Protect or insurance add-ons will be removed from bookings, with clear and proactive communication.

We continue to monitor the situation closely and will provide updates should conditions change.

If you have any questions or would like to discuss alternative routing or shipment options, please contact your Maersk representative.

Yours Sincerely,

Maersk