

## Frequently Asked Questions: External

Item No.	Question	Answer
<b>Explanation of the Change</b>		
1	What are the key benefits I can expect because of the change?	Our customers are at the centre of this transformation, key benefits are that we will be able to offer a broader range of services which you can bundle to meet your logistics and transportation needs. We will also empower our customer facing colleagues to be able to give you quicker and relevant responses to your enquires.
2	How is this change related to the recent announcement on Twill?	Twill is Maersk's future solution for Small and Medium size enterprises and as such this does not change, and we will continue to develop Twill in line with our evolving customer needs
3	What is the timeline for full implementation of the changes that were announced?	The effective date of the announcement is 1 January 2019. During the period between the announced date (19 September 2018) and the effective date, we will guide you through the transformation steps to ensure that we continue to support your transportation and logistics requirements.
4	What will happen with Damco's Freight Forwarding business?	The DAMCO Freight Forwarding will remain as a separate entity and will continue to operate independently as they do today. The business will continue to operate in the spirit of true freight forwarding providing cargo owners with access to the expertise, products and services and the freedom to choose how and with whom they want to move their goods.
5	What will happen with Damco's Supply Chain business?	DAMCO's Supply Chain Business will integrate with Maersk Line to become one entity with the ability to offer E2E logistics solution. It important to point out that the new organisation design will ensure confidentiality and segregation of DAMCO Supply Chain customers' data
6	Will the Damco brand disappear?	The DAMCO brand will not disappear and will continue to operate independently as a Freight Forwarder (refer question 4)
7	How will this change impact other A.P. Møller-Maersk shipping line brands?	The integration of Maersk Line and DAMCO Supply Chain Services will result in one company called Maersk. The A.P. Møller-Maersk Regional carriers; Seago Line, MCC and Sealand will in future be branded as Sealand – A Maersk Company. Safmarine will continue to operate as they do today, and it is envisioned in the future that they will be able to offer basic service bundling e.g. Intermodal solutions, etc. Hamburg Sud will continue to serve you today with no planned changes.
8	What will happen to your other business like APM Terminals, for example?	Other business units within the A.P. Møller-Maersk group will continue to collaborate to provide our customers with solutions to deliver the vision of being the "Global Integrator of Container Logistics"

Contractual and Operational Questions		
9	Will I still be able to do business with Maersk Line or DAMCO the way I have up until now?	Our business engagements do not change in the short term. The announcement is effective from 1 January 2019 and between the announcement date (19-Sept-2018) and effective date, your sales owner/KCM will guide you through the transformation.
10	What are the main changes I should expect because of this announcement?	The main changes you can expect because of this transformation is a broader range of services which you can bundle to suit your Transportation and Logistics needs. In addition, you can also expect quicker and relevant responses from our front-line colleagues as we move more empowerment to the frontline.
11	How, if at all, do these changes affect cargo that is currently in transit or scheduled to be booked to-day (19 September 2018)?	The announcement will not impact any cargo that is currently moving with Maersk Line, DAMCO, Seago, MCC or Sealand and we will continue to fulfil our contractual obligations. In the weeks and months following the announcement, your sales owner/KCM will guide you through the transformation.
12	Are there likely to be any delays as a result of these changes?	The announced changes will not delay your cargo, nor responses to other enquiries. Please however do remember that external factors outside our control could cause unplanned delays.
13	Are the IT infrastructure or interfaces such as MyDamco affected?	Our business engagement with DAMCO customers remains unchanged and MyDamco services will not be impacted at this point. When changes are due to occur, your sales owner/KCM will guide you through the transformation
14	Will I still have visibility and control over my cargo?	All cargo tracking (Maersk Line) and cargo transparency tools (DAMCO) will remain in place. When changes are due to occur, your sales owner/KCM will guide you through the transformation
15	Should I expect any extra charges because of the announcement?	We remain committed to executing agreements in line with our agreements with our customers. Customers for Maersk Line, DAMCO, Seago, MCC and Sealand should not expect additional charges due to the announced change.
16	How will my current and future contracts be managed?	We will honour current agreements that have been previously signed, suffice to say nothing changes i.e. Damco contracts stay with Damco, ML contracts stay with ML. Looking into the future, you can expect more integrated contracting encompassing a broader range of services than DAMCO or Maersk Line would have individually contracted with you.
17	I have supply chain products, solutions, services and/or projects that are currently run by DAMCO. What will happen to them and what should I do?	All current agreements with DAMCO will continue as they have previously. We intend for there to be no impact to your business and hence no action is expected from you. Your appointed sales person or customer service contact will guide you through the transformation.
18	Who do I go to for immediate advice on any questions I have?	Please reach out to your appointed sales or customer service colleague whom will be able to support you through this transformation.
19	Where can I get updates on the latest developments?	Updates can be found on <a href="http://www.maersk.com">www.maersk.com</a>

20	Will this change negatively impact my business?	This announcement will not negatively impact your business and we remain committed to living up to existing agreements.
<b>Customer Escalations and Complaints</b>		
21	What can I do if I disagree with the advice and/or support being given?	In case you are not getting satisfactory answers to your concerns or queries, please escalate this to the local management within Maersk Line and DAMCO.
22	Where can I make a complaint?	Complaints should be made at your local Maersk Line or DAMCO office.
23	How will my complaint be handled?	Our local management teams (Maersk Line and DAMCO) will handle and respond to your complaint.
24	How much time do I have to make any changes that may be necessary?	The announcement on the 19 <sup>th</sup> September 2018 will come into force from the 1 <sup>st</sup> January 2019. During the run up to 1 January 2019, your appointed sales owner will guide you through the transformation and prompt you of any required changes.
<b>Customer Contacts</b>		
25	Will I still have the same account manager/client manager?	Our future organisation structure will offer you wider selection of products to meet your transport and logistics needs. As far as possible, we will try and make sure that your sales contact remains unchanged but due expanded product offering, we may need to change your sales person to be better deliver on your needs.
26	Will I still have the same Customer Service contact?	Our future organisation structure will offer you wider selection of products to meet your transport and logistics needs. As far as possible, we will try and make sure that your customer service contact remains unchanged but due to expanded product offering, we may need to change your customer service contact to be better deliver on your needs.
27	I cannot reach my account manager or local contact, what should I do?	In case you cannot reach your account manager, please reach out to a local Maersk Line or DAMCO office whom will be able to guide you accordingly.