



Change in Booking Amendment Policy

Dear valued customer,

To improve your booking experience and the quality of our invoices, we are implementing a new policy starting in two phases, on **1st February 2019** and **1st March 2019**.

From **1st February 2019** onwards, we will start asking for your approval in case of doubt, to ensure the accuracy of our invoices and limit any assumptions. Before confirming a booking, if a specific product requested is not available or if there is any ambiguity with the price owner, named account (NAC) or commodity, we will ask you to confirm this information.

We will also remind you of the change (as described below) that will happen on the **1st March 2019**.

By verifying all information changes upfront, we will ensure that the booking information is correct. So, starting on 1st March 2019, no amendments will be allowed after a container is picked-up on any of these items:

- Named account
- Price owner
- Commodity
- Service Contract

Please note that for commodity, we will not change the commodity code but will still allow modifications to the description on the Bill of Lading to ensure customs' compliance.

We are aiming to provide you with an easier and smoother process, to ensure the stability of parameters that may trigger freight rate changes and lead to a potential dispute.

In case of questions, feel free to contact our local customer service department via our website.

Yours Sincerely,

Sealand – A Maersk Company Asia
BANGLADESH