



YOUR PROMISE. DELIVERED.

by

MAERSK LINE

Your promises are our most precious cargo.

At Maersk, we understand that your business and success depend on your ability to keep your commitments to customers. That's why we dedicate every aspect of our unrivaled global infrastructure to propel your ambitions by helping you deliver on your promises. Behind every service we provide, you'll find uncommon personal commitment as well as benefits that bring you real business value and opportunity.

Satisfying your most essential needs.

Small transactional improvements can make a big difference in creating a smooth, reliable supply chain and in managing your shipments efficiently. That explains our commitment to ensuring your most basic business functions are accurate, timely and responsive. We created our Customer Charter to set ambitious goals for ourselves in these areas: booking, documentation and invoice dispute resolution turn-times; arrival notice timeliness, invoice and documentation accuracy; issue resolution; and phone accessibility. See how we rank and what we're doing about it at customercharter.maerskline.com.



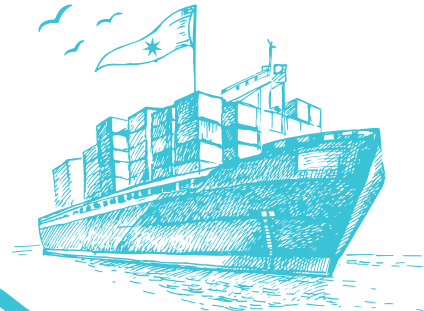
Going the distance for you.

CREATE A SMOOTH SUPPLY CHAIN IN THE FACE OF CHANGE.

Maersk's unrivalled fleet of 600+ vessels and 3 million TEU of container capacity bring real power to your supply chain—and our worldwide standards provide you with predictable results anywhere you ship. Expand into new markets and take advantage of new service options with ease and confidence. With Maersk, you can tap into an unmatched global ocean transportation network that is reliable and flexible to your needs. Wherever you're shipping, you can count on assistance—both local and leading edge—from people driven to help you deliver on your promise.

DELIVERING AT EVERY STAGE OF YOUR JOURNEY.

Reliability is our never-ending pursuit at Maersk. Meeting delivery times does more than help you look good; it cuts your costs associated with late shipments. That enables you to sharpen your supply chain planning—for greater efficiencies and savings. Our dedicated inland operations organization, including local dispatch teams, makes certain your cargo moves consistently all the way to its final destination.



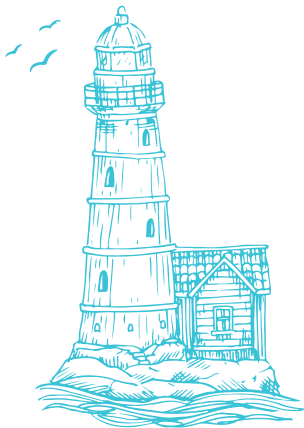
Sail through your business transactions.

DO IT ONLINE.

Save time and effort using Maersk's e-Commerce solutions to manage shipments and achieve greater end-to-end visibility. Gain easy access to sailing schedules, rate lookup, booking, shipping instructions, ETA notification, track-and-trace, My Shipment, and bill of lading viewing or printing—as well as MyFinance where you'll find eInvoices, eDispute, eStatement, and ePayment. It's all available to you at maerskline.com or over EDI or XML.

SPEND LESS TIME MANAGING YOUR INVOICES.

We know how complexity can ruin your productivity and your day. With Maersk, you can expect clear and accurate billing and a simple to understand surcharge structure that makes it easy to manage quotes, contracts and invoices. More transparency and fewer charges enable you to quickly evaluate the true costs of shipments.



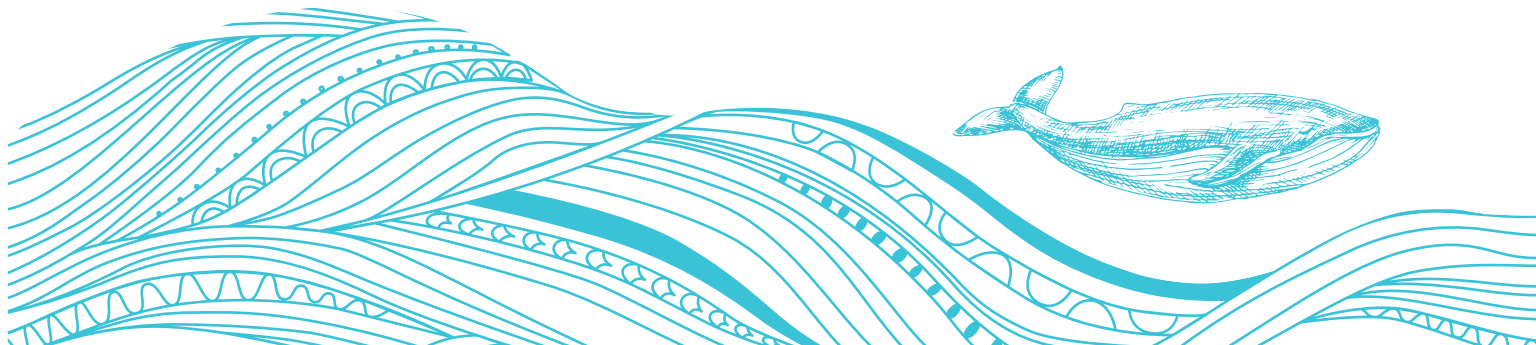
A choice that reflects well on you.

OUR NAME MEANS BUSINESS.

Maersk is a brand built on a tradition of constant care and quality. Founded in 1904 by A.P. Moller, Maersk is known around the world as a diversified, multinational enterprise and Global Fortune 500 company. The world's largest ocean carrier's long and storied history is defined by its unfailing focus on you, the customer. That's why having Maersk as part of your supply chain brings immeasurable value from the peace of mind and confidence it provides.

KEEPING YOUR PROMISES SACRED.

Disruptions and exceptions have a way of revealing your true partners. During challenging times, we'll never leave you in the dark. You made promises to your customers, and we're here to help you keep them while providing reassurance along the way. Count on your partners at Maersk for timely solutions, full facts and transparent details. Our Business Continuity team provides real-time advisories during unexpected disruptions that keep you one-step ahead, enabling you to proactively investigate alternatives without missing a beat so you can continue running your business.





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