

27<sup>st</sup> November 2024**Indian Ocean Islands service update**

To our Valued Customers,

We regret to inform you that we are currently experiencing operational challenges across Indian Ocean Islands and Mozambique which is negatively impacting our schedule integrity. Port Louis, Mauritius is facing excessive cargo delays due to infrastructure issues causing productivity delays. Furthermore, we are in cyclone season across Southwest Indian Ocean where heavy swells generated by tropical cyclones evolving in the vicinity of the islands may affect productivity further.

As a result, we are obliged to temporarily suspend the acceptance of new bookings until further notice, as our primary focus shifts towards fulfilling confirmed bookings.

Your understanding during this period is greatly appreciated, and we urge you to consider delaying and staggering shipments to facilitate our collaborative efforts in navigating these challenges alongside the relevant authorities.

Please feel free to reach out to your local Maersk Customer Service representatives or check <https://www.maersk.com/local-information> and <https://www.maersk.com/schedules/> for more details.

We endeavour to offer you our best attention at all times.

Yours sincerely,  
Maersk A/S