



**Coronavirus (COVID-19)
Update No. 1**

Contact Details for Philadelphia, San Francisco and Seattle

(Morristown, NJ)...Further to our Customer Advisory dated March 16, 2020, we are providing below contact details for our offices in Philadelphia, San Francisco and Seattle that have been temporarily closed. We have expanded our “*Work from Home*” capabilities to assure that we can service your requirements as best as possible.

Philadelphia:

Export Customer Service

- East Coast: PHLCSEAST@hamburgsud.com
- Midwest: PHLCSWEST@hamburgsud.com

Import Customer Service

- East Coast: PHL-IMPORT_CSEAST@hamburgsud.com
- East Coast Delivery Instructions: PHL-IMPORT_EAST_DELIVERYORDER@hamburgsud.com
- West Coast: PHL-IMPORT_CSWEST@hamburgsud.com
- West Coast Delivery Instructions: PHL-IMPORT_WEST_DELIVERYORDER@hamburgsud.com

Logistics & Intermodal

- West Coast: AWCINTERMODAL@hamburgsud.com
PHL-AWCEQUIPMENT@hamburgsud.com
- Midwest: PHL-AMGEXPIntermodal@hamburgsud.com
PHL-AMGIMPIntermodal@hamburgsud.com
PHL-AMGEquipment@hamburgsud.com
- East Coast: PHL-AEC_Export_Intermodal@hamburgsud.com
PHL-AEC_Import_Intermodal@hamburgsud.com
PHL-AEC_EQUIPMENT@hamburgsud.com

UNITED STATES
Jacksonville
Philadelphia
Seattle
Chicago

Export Customer Service
1-888-228-3270
1-888-920-7447
1-888-463-2695
1-833-274-4738

Import Customer Service
1-888-228-3270
1-888-930-7447
1-888-930-7447
1-888-930-7447

CANADA (Montship Inc)
Montreal 1-514-286-4646
Toronto 1-905-629-5900
Vancouver 1-604-640-7400
Halifax 1-888-372-8528



Seattle:

Export Customer Service

- sea-cswest@hamburgsud.com

San Francisco:

Customer Service and Documentation – South Seas Service

- alice.marlowe@hamburgsud.com
- rhonda.short@hamburgsud.com
- cindy.chen@hamburgsud.com
- shawn.moore@hamburgsud.com

We appreciate your understanding and will keep you closely updated about any changes.

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UNITED STATES	Export Customer Service	Import Customer Service	CANADA (Montship Inc)	
Jacksonville	1-888-228-3270	1-888-228-3270	Montreal	1-514-286-4646
Philadelphia	1-888-920-7447	1-888-930-7447	Toronto	1-905-629-5900
Seattle	1-888-463-2695	1-888-930-7447	Vancouver	1-604-640-7400
Chicago	1-833-274-4738	1-888-930-7447	Halifax	1-888-372-8528