



# Customer Service Update

August 29, 2022

Dear Valued Customers,

We would like to inform you regarding our updated policy for misdeclaration fee which is applicable for every HAZ shipment that has not been declared properly.

In order to ensure the safety of our crews, assets and cargo, all Haz shipments must be declared.

Customers who mis declared their Haz cargo will be charged according to the stage at which the misdeclaration is identified, as detailed below:

- Misdeclaration of Haz cargo at the Booking stage, will be charged 200USD per Booking.
- Misdeclaration of Haz cargo at the Shipping Instruction stage, will be charged 6,000 USD.
- Post loading date the charge will be 12,000 USD and full coverage for the additional cost.

Our main objective is reducing risks for all parties involved in the process of transporting cargo and ensuring that ZIM operations adhere to high safety and reliability standards.

For further information, please contact your Account Owner or local CS Team.

Sincerely,  
ZIM Customer Service