



Customer Advisory

Incident: Zim Big Apple (ZBA) – Dali Voyage 12

26th March 2024

Dear ZIM Customer,

Earlier today, our ZBA vessel Dali collided with the Francis Scott Key Bridge as she departed the Port of Baltimore after cargo operations. This vessel is chartered by our partner Maersk and carrying Zim customers' cargo from the US to Asia.

As our partner is still assessing the situation, we expect to receive more information on the damage to the cargo onboard. We will be communicating to all impacted customers once we have more details.

Until the passage is cleared and deemed safe, our ZBA and ZXB vessels will be omitting Baltimore. Alternative arrangements for your cargo on water will be communicated as soon as possible.

We are closely monitoring the situation.

Our customer service team and sales representatives are at your disposal for any inquiries.