27th May 2016

HMM Verified Gross Mass (VGM) European Customer Advisory No.1

Dear Valued Customers,

Further to our Global Introduction to VGM posted on our homepage, we would like to refer you to the attached VGM Customer Guide (ver.1). The aim of this Guide is to provide a 'step-by-step' FAQ through the eyes of the Shipper, detailing the A-Z administration flow alongside the physical container movement flow.

- HMM are already open to receive bookings for vessels on/after 1st July 2016 implementation date.
- Your 'first-stop-shop' to understand this process is through this Customer Advisory attachment (No.1)
- Upon receipt of your initial booking, our CSR's will begin to ask you additional questions relating to your 'VGM Intent'.
- Once your VGM is done (whether at shipper's warehouse, enroute or Terminal) you will be expected to immediately transmit the data elements through one of our VGM channels. Here we highly recommend that if you don't have an existing EDI link, to enter the details into www.hmm21.com as it is available 24hrs a day.
- Our CSR Teams are at hand to explain the process if you are in doubt, or whether you have any additional questions that are not already covered by this Customer Advisory No.1

Please note the attached serves only as a European Overview. There will be national variances, notably in regard to Governmental & Terminal Policy.

It is also important to note that if you require the Terminal to undertake VGM directly on your behalf; many Terminals have yet to publish their VGM scale of Charges. Your Customs Broker / Booking Agent /Forwarder should be able to furnish you with Terminal charge details in due course.

By association, HMM own Scale of Charges relating to administration fees should be published soonest. These will be relayed to you through our local office CSR/Sales representatives.

Kind Regards

Hyundai Merchant Marine (Europe) Ltd.