



# Customer Service Update

October 12<sup>th</sup>, 2023

## **ZIM continues to operate and accept bookings to and from Israel; implementing new war risk premium charge, at cost, on relevant cargo**

Dear Valued Customer,

First and foremost, our thoughts are with the victims of the horrific and tragic events taking place in Israel, and we stand in support of our employees, their families, and affected communities. Our top priority is supporting our employees and ensuring their safety and security, while maintaining an unwavering commitment to meet the needs of our customers with an unrelenting focus on strict operational standards.

**ZIM continues to operate and accept bookings to and from Israel.** At this time, despite the war situation in Israel, all local ports, in Ashdod, Haifa and Eilat, are operating as usual.

Service interruptions may occur, on short notice, as a result of safety guidelines dictated by the Israeli authorities, at which time we will provide additional updates.

In light of the war situation, insurers have imposed an additional war risk insurance premium on all vessels calling Israeli ports, which we are now obligated to pay in order to maintain service to and from Israel. **Consequently, effective immediately, ZIM will charge the war risk premium, at cost, on all cargo to and from Israel, as detailed in the table below:**

Line/Service	War risk premium Surcharge
ZNI	\$120/TEU
ZMP, MGX, SAM, ZCA	\$100/TEU
TBX, LBX	\$80/TEU
ADE, TYR	\$50/TEU

\* The war risk premium surcharge will apply to new Bookings and on-water cargo.

\* As advise by our insurers, the war risk premium surcharge is subject to changes every 24 hours and therefore we will update the war risk premium surcharge as per these changes.

ZIM is fully committed to ensuring consistent and reliable service to and from Israel, while taking all necessary measures to meet all our customers' needs during these challenging times.

We will keep you updated on future developments.



# Customer Service Update

For any questions or if you require assistance, please do not hesitate to reach out to your dedicated Account Owner or our dedicated Customer Service teams.

Sincerely,  
ZIM Customer Service