

Fraud risk posed by fake e-mails

Here's an important update. We would like to warn you about fake/fraudulent e-mails. Within the past weeks, we have witnessed a noticeable increase in the number of e-mails pretending to be sent on behalf of Hapag-Lloyd.

Fraudsters are issuing e-mails pretending to be a Hapag-Lloyd employee informing our customers about a change of payment details (e.g. changed bank account number) and asking for a transfer of outstanding payments to these alleged new bank details. The fraudsters often use a copy of the Hapag-Lloyd signature in order to appear credible.

Please pay close attention to the e-mail address that appears as sender. Although it may look similar to the Hapag-Lloyd address, you will find a difference, for example:

- **REAL** example: eva.ng@hlag.com
- **FAKE** example: eva.ng.hlag@hotmail.com

To ensure that payments are only transferred to a valid Hapag-Lloyd bank account, please always rely on the bank account information stated on the original Hapag-Lloyd invoice. In case of any doubts upon receipt of a suspicious e-mail, please contact your [local](#) Hapag-Lloyd office, who will be happy to guide you.