



**Customer Advisory #101 – 2009**  
**Cancellation Fees**  
**East & West Coast Canada Exports**  
**Effective September 1, 2009**

Dear valued customers,

Effective **September 1, 2009**, CMA CGM (Canada) Inc. will reinstate the following cancellation and roll fee structure on all export bookings sailing from the East and West coasts of Canada on the Columbus, Fuji, and Saint Laurent 1 & 2 services.

**Cancellation Fees**

- **US\$250** – For any booking that is **cancelled less than 4 working days prior to vessel cut off** (including the day of the cut off).

**Roll & Cancellation Guidelines**

- Each customer is allowed **one free roll**; if there is no activity or customer follow up after the first roll, the booking will be cancelled and a cancellation fee will be invoiced.
- After the first free roll, if a cancellation is made less than 4 working days prior to vessel cut off, the \$250 cancellation fee will apply.
- **Roll and cancellation requests must be sent in writing** to CMA CGM customer service representative.
- **Lumber or waste commodities can only be rolled once**; such bookings without activity will be automatically cancelled.

Any bookings rolled or cancelled by CMA CGM due to equipment or space shortages will not be subject to the above fees.

Thank you for your continued support. Should you have any questions or concerns regarding this adjustment, please contact your local CMA CGM (America) LLC sales representative. For current schedule activity, please visit our Web site at [www.cma-cgm.com](http://www.cma-cgm.com).

Best regards,

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