



24 April 2020

## COVID-19: Situation in Malaysia (Update #5)

The current COVID-19 Outbreak spread is affecting the whole supply chain worldwide, raising potential major challenges.

The CMA CGM Group's priority is to ensure the health and safety of our staff members and partners, while ensuring a smooth business continuity despite the current extraordinary disruptions. We remain determined to ensure the delivery of a seamless customer experience, as much as the current conditions allows it.

On this page, you will find all the necessary information about Malaysia and our dedicated team of experts remains at your disposal to provide you with tailor-made solutions.

For contact details, please visit our Malaysia local [website](#).

### Business Continuity Plan

In line with the directives from the Government and from the CMA CGM Group, all office-based staff members are now working remotely.

We have activated our Business Continuity Plan and are operating in full capacity, except the following:

- Counter desk at Bangsar office will be closed from 18th March to **12th May 2020**. Export and Import documentation will be released from I-City office at the address below:

CMA CGM Malaysia Sdn Bhd  
A-7-1, Jalan Multimedia 7/AH City Park, I-City, 4000 Shah Alam

- Opening hours for Penang, Johor and I-City counter will be from 10 am to 4 pm and lunch break at 1:00 pm to 1:30 pm.

In addition, we strongly recommend our customers to make online payments. Bank cheques will need to be directly bank into our account. For bank accounts details by brands, please visit our local website: <http://www.cma-cgm.com/local/malaysia>

To ensure the safety of our staff, customers and partners, we are encouraging minimal counter transactions as much as possible as part of our efforts to reduce contact. As such, we seek your support on the following guidelines:

1. Please ensure all the payments are done online and send a clear copy of the payment advice together with the invoice copy
2. Please inform us 24 hours in advance for Original Bill of Landing (OBL) collection to be arranged at our respective counters
3. Kindly collect the container deposit cheques with no overdues after the lockdown period



Our team is available by email and on mobile:

Department	Name	Contact
<b>Port Klang (including East Malaysia &amp; Kuantan)</b>		
Sales	Eric Lim	012 370 5407
	David See	012 297 8092
	Tze Chun Tan	012 283 5214
	Stanley Chan	012 407 5902
	Eric Yap	012 237 8411
	Elnie Ng	012 370 1346
	Heng Yik Seng	012 328 1698
	Chiang Chee Wye	012 361 9830
	Amanda Voon	012 434 0592
Indoor Sales	Zairin Zin	012 345 1129
<i>Export Customer Service Hotline</i>	CMA CGM	03 2299 2909 / 2908 / 2903 / 03 2299 2917 / 2918 / 2910 / 03 2299 2911
<i>Export Documentation Hotline</i>		03 2299 2896 / 2893 / 2891
Import Customer Service Hotline		03 5520 5804 / 5802 / 5801
I-City Counter	Export & Import Releasing	03 5520 5812
<b>Penang Office</b>	Angeline Tan	012 363 6892
	Wei Wei - Customer Service	012 363 3484
<b>Johor Office</b>	Azizul Annual	012 316 0516
	Noor Laili - Customer Service	012 205 8761

## Operational situation in Malaysia

All our services are operational.

Our depots are fully functional with adjusted working hours as below:

### Port Klang

**ODD9** : Monday to Saturday (0800 to 2000 hours), Sunday (0800 to 1600 hours)

**JMD** : Monday to Saturday (0800 to 2359 hours), Sunday (0800 to 1600 hours)

### Penang

**AGC Prai** : Monday to Saturday (0800 to 1800 hours), Sunday and public holiday closed

**Trili Maju** : Monday to Saturday (0900 to 1900 hours), Sunday and public holiday closed

### **Tanjung Pelepas**

**ICT** : Monday to Saturday (0800 to 2000 hours), Sunday and public holiday closed

### **Pasir Gudang**

**CRM** : Monday to Saturday (from 0800 to 2359 hours), Sunday and public holiday closed

**PGD** : Monday to Saturday (from 0800 to 1900 hours), Sunday and public holiday closed

### **Kuantan**

**Balok** : Monday to Saturday (0800 to 1800 hours), Sunday and public holiday closed

Terminals are in activity, with minor disruptions in some of them due to shift work:

### **East Malaysia**

Most of depot working hour from Monday to Saturday (0800 to 1600 hours), Sunday and public holiday closed

Container deliveries are taking place.

Make use to the largest extent possible of the numerous e-business opportunities CMA CGM can offer on My CMA CGM



While governments worldwide are encouraging people to stay at home to limit the spread of the Covid-19, you can continue managing your shipments remotely thanks to our ebusiness platform [My CMA CGM](#).

- **My Prices** – retrieve existing rates or obtain new instant quotation when no reference is available
- **E-Transactions** – place your bookings and manage your documentation on the platform
- **Remote printing of Bill of Lading (BL)** – no need to visit our counter, print your Original BL by yourself



- [Paperless Bill of Lading](#) – a fully digital Original BL, same value as paper but easier, faster, more secure and 100% digital
- [E-Signature](#) – sign documents online where applicable (Telex release and print at destination)
- **E-Invoice & E-Payment** - retrieve your invoices online and organize payment where applicable
- **E-Delivery Order** – get your delivery Order online in deployed countries
- [Other tools available on My CMA CGM](#) – discover more tools to help you organize, follow and manage your shipments and shipping transactions end-to-end from anywhere around the world
- [Mobile app](#) – track, trace and plan your shipments directly via your mobile phone

Similar tools to the above are also available through [APL](#), [ANL](#) and [CNC](#).

If you need support from our team to set up your account or navigate on the website, feel free to contact our eBusiness expert:

Ms Jess Choong (email: [kua.jechoong@cma-cgm.com](mailto:kua.jechoong@cma-cgm.com))