



CUSTOMER ADVISORY

Information about Fraud and Scam Attempts

February 22nd, 2024

Dear Valued APL Customers,

We have been made aware of the fraudulent use of our name and logo in order to obtain payments for nonexistent goods and/or services. We are writing to you today to warn you about the increasing prevalence of fraud and encourage you to follow best practices to protect yourself.

First and foremost, American President Lines, LLC (APL) only has one website, www.APL.com. No other websites with APL in the address are affiliated with APL. No other websites claiming to be part of APL are legitimate.

APL does not sell containers or any other equipment to the public or online. Any advertisements or offers to buy APL equipment are not authentic and are not from APL.

APL does not accept payment using gift cards. No legitimate business or government agency will ever ask you to pay with a gift card. If someone asks you to send them a gift card as payment, it is a scam.

If you are asked to change your bank account information, be very wary. This is a common scam that scammers use to steal money from people. APL, nor any other legitimate company, will ever ask you to change your bank account information over the phone, email, or text message. If you are asked to do this, it is a scam.

Fraudsters are constantly coming up with new online scams to steal your personal information and money. Some of the most common types of online fraud include:

- **Phishing scams:** Phishing scams involve sending emails or text messages that appear to be from a legitimate company, such as your bank or credit card company. These scams often try to trick you into clicking on a malicious link or opening an attachment that will install malware on your computer or device.
- **Identity theft:** Identity theft is the unauthorized use of your personal information, such as your name, Social Security number, or credit card number, to commit fraud or other crimes. Fraudsters can steal your personal information in a variety of ways, such as by hacking into computer systems, stealing wallets or purses, or dumpster diving.
- **Investment scams:** Investment scams involve promising high returns on investments that are either fraudulent or too risky. Fraudsters often target seniors and other vulnerable people with these scams.

There are a number of things you can do to protect yourself from fraud, including:

B E T T E R W A Y S

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- Be wary of unsolicited emails and text messages. Never click on links or open attachments in emails or text messages from unknown senders. If you are unsure whether an email or text message is legitimate, contact the company directly using a phone number or email address that you know to be valid.
 - Common warning signs that it is an illegitimate website are misspelled/wrong website links or email addresses or a non-APL domain such as Hotmail, Gmail, or Yahoo.
- Report any suspicious activity immediately. If you think you may be a victim of fraud, contact your bank, credit card company, or other financial institution immediately. You should also report the fraud to the Federal Trade Commission (FTC) at ReportFraud.ftc.gov or to www.identitytheft.gov where you can report and recover from identity theft.
 - Fraud reports concerning the illegitimate use of APLs' name and logo should be sent to ho.fraud@cma-cgm.com and orf.security@cma-cgm.com.
- Keep your personal information safe. Do not share your personal information with anyone unless you are absolutely sure they have a legitimate need for it. Be careful about what information you post on social media.
- Use strong passwords and two-factor authentication. Use strong passwords for all of your online accounts and enable two-factor authentication whenever possible. Two-factor authentication adds an extra layer of security to your accounts by requiring you to enter a code from your phone in addition to your password when you log in.
- Monitor your accounts regularly. Review your bank statements, credit card statements, and other financial statements regularly for any unauthorized activity.

We take the security of our customers' personal information very seriously. We have implemented a number of security measures to protect your information, but it is important for you to be vigilant as well. By following the tips above, you can help to protect yourself from fraud.

Sincerely,

The American President Lines Team

www.apl.com