

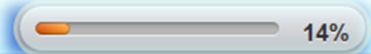
Purpose : Customer Satisfaction is one of the important values CMA CGM Group wants to deliver to our customers. Please help us to understand how we are doing, and in what areas we need to Improve further. Thank you.

Queries or Assistance : Please contact Sales Team of your Local CMA CGM Office

3 Language versions are available

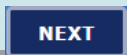


Near bottom of each page, you can see a Progress Bar



1. Customer Characteristics

- Tick the checkbox to keep the customer name “anonymous”
- Choose the “Service” of Interest
- Click “NEXT” to go onto the next part



Customer Characteristics (* mandatory fields)

Company name*: Good Success Trading Co Ltd Tick if you want your Company name to stay anonymous

Country/City*: HONG KONG 香港 Hong Kong

Your work title*: Custo

Your e-mail address: sallye

C. Which Service do you Use (tick more than 1 if needed) ?

Export Import Cross-Trade / Elsewhere Booking

2. Questions on CMA CGM Group’s Service Quality & Other Carriers’ Service Quality

- There are specific Questions for Export Only and Import Only Customers. On an average, there are 20 Questions (including free-text comments).
- Basically, we ask :
 - ✓ How do you Rank CMA CGM Group’s Service Quality?
 - ✓ How do you Rank Other Carriers’ Service Quality?
 - ✓ Your Expectations?
- Click “NEXT” to proceed
- About “Overall Service Quality”, we ask :
 - ✓ How do you Rank CMA CGM Group overall ?
 - ✓ Which 3 Carriers offer the Best Overall Service Quality ? (At most 3 Choices)
 - ✓ Will you Recommend CMA CGM Group to colleagues / partners ?



QUESTION: Price Quotation : Is it **Quick** to get your **Quotations** ?

With CMA CGM ?	<input type="radio"/> Excellent (Immediately)	<input checked="" type="radio"/> Good (Quick)	<input type="radio"/> Average (Acceptable)	<input type="radio"/> Bad (Long Wait)	<input type="radio"/> Very Bad (Never get an Answer)
With Other Carriers (on an average) ?	<input type="radio"/> Excellent (Immediately)	<input type="radio"/> Good (Quick)	<input checked="" type="radio"/> Average (Acceptable)	<input type="radio"/> Bad (Long Wait)	<input type="radio"/> Very Bad (Never get an Answer)
How Long do you expect to wait for a Price ?	<input type="radio"/> From 1 to 3 days	<input type="radio"/> From 12 to 24 hours	<input checked="" type="radio"/> From 8 to 12 hours	<input type="radio"/> From 4 to 8 hours	<input type="radio"/> Within 4 hours

QUESTION: Please tell us how you see the **Services of CMA CGM** across **different aspects**.

of CMA CGM ? Excellent Good Average Bad Very Bad

Which **3 Carriers** Offer the Best Overall Service Quality ? (At most 3 Choices)

<input type="checkbox"/> APL	<input checked="" type="checkbox"/> CMA CGM Group (CMA CGM, ANL, CNC, DELMAS, MACANDREWS, OPDR)	<input type="checkbox"/> HAMBURG SUD
<input type="checkbox"/> COSCO	<input type="checkbox"/> CSAV	<input type="checkbox"/> EVERGREEN
<input checked="" type="checkbox"/> HANJIN	<input type="checkbox"/> HAPAG LLOYD	<input type="checkbox"/> K-LINE
<input type="checkbox"/> MOL	<input type="checkbox"/> MSC	<input type="checkbox"/> NYK
<input type="checkbox"/> WANHAI	<input type="checkbox"/> YANG MING	<input type="checkbox"/> ZIM
	<input type="checkbox"/> Others, please specify	<input type="checkbox"/> UASC

QUESTION: Is it **Likely** you will **Recommend CMA CGM** to your Colleagues or Working Partners ?

0 – Not at All Likely 1 2 3 4 5 – Extremely Likely

3. Comments

- Feel free to give us additional information in the “Comments” section

QUESTION: Do you have **more Comments** ?

Maximum 5000 characters



Final step is to verify a “security control” by typing in the characters you can see on screen, and click “NEXT”. For the sample shown on the left, please type in “LEP” and then click “NEXT”.

Thank You very much for helping us to know what you think about CMA CGM Group’s service. Your feedback is valuable to us. Thank you! Merci Beaucoup!

SURVEY Consists of 3 PARTS ..