

Advisory: Customer Service Portal

Date: June 11, 2021

Dear Valued Clients,

Greetings from APM Terminals Mumbai!

This is to advise that the "Customer Service Portal" shall be up and available for all the customers, effective 11th June 2021.

All the functions shall remain available as before. For all the customers that raise Additional Service Requests (ASRs), request you to do the same through the portal. We shall be discontinuing processing manual ASRs going forward. Request you to kindly re-commence utilising the portal.

We appreciate your patience & cooperation extended during downtime of the portal which was required to make the same more efficient and secure.