

## Customer Advisory Service Update

Apr 15<sup>th</sup>, 2025

## ZIM e-Commerce Xpress (ZEX) - Service Update

Dear ZIM Customer,

We are pleased to announce that we are upgrading our speedy flagship ZEX service, adding Haiphong, Vietnam into the rotation. The updated service rotation will be **Cai Mep – Haiphong – Yantian – Los Angeles**. The newly added Haiphong call will offer best-in-market transit time - **17 days only** from Haiphong to Los Angeles, while maintaining the same window and best-in-market transit time from Yantian. The ZEX service will continue to provide excellent levels of Expedite and premium service features at all origin ports and destination.

The first effective voyage will be **ZIM Falcon (ZF2) V.8** with below schedule:

ETA Cai Mep on Apr 29<sup>th</sup>, ETA Haiphong on May 2<sup>nd</sup>, ETA Yantian on May 5<sup>th</sup>, and ETA Los Angeles on May 20<sup>th</sup>, 2025.

Schedule is now updated on ZIM's website.

Thank you for your continuous support to ZIM services. For additional information, please contact your Account Owner or local ZIM Customer Service team.

Sincerely,

ZIM Integrated Shipping