



# Customer Service Update

November 27th, 2023

Dear valued ZIM customer,

Please be advised that the ZMP service will continue to serve all its East Med and Israeli ports. Operations to and from these ports will continue while implementing the highest regard for safety protocols which are essential to safeguarding the interests of all stakeholders.

In light of the threat to safe transit of global trade in the Arabian and Red Seas, ZIM is taking temporary proactive measures to ensure the safety of its crews, vessels, and customers' cargo. As a result of these measures, which include deviation from service original route, longer transit times in the ZMP service are anticipated. For further details and updated schedule, please visit [Schedules | ZIM](#)

We apologize for any inconvenience caused. Our customer service team is closely monitoring the situation and will keep you informed.

Sincerely,

**ZIM Customer Service**