

## Annex A: Frequently Asked Questions (FAQ)

The following FAQs are provided for general reference. Country-specific details will be communicated separately via local advisories.

- 1. Why is APL Logistics introducing an Emergency Fuel Surcharge (EFS)?**

The EFS is being introduced in response to ongoing volatility in global fuel prices driven by geopolitical developments. As fuel is a significant cost component in transportation and trucking operations, this measure enables APL Logistics to continue delivering reliable and uninterrupted services.
- 2. Is the Emergency Fuel Surcharge permanent?**

No. The EFS is a temporary measure. It will be reviewed regularly and adjusted in line with prevailing fuel market conditions.
- 3. How is the EFS determined?**

The EFS is determined based on local fuel price movements, cost structures, and transportation service provider adjustments. As these factors vary by country, surcharge levels may differ across markets.
- 4. When will the EFS take effect?**

Effective dates will be communicated separately by country through local advisories issued by your APL Logistics account team.
- 5. Which services will the EFS apply to?**

The EFS applies to transportation and trucking services, including inland and CFS-to-port movements, where applicable. Any additional scope will be communicated through local advisories if required.
- 6. How will the EFS appear on my invoice?**

The EFS will be shown as a separate line item, distinct from base transportation charges, to ensure billing transparency.
- 7. Who should I contact if I have questions regarding the EFS?**

Please contact your APL Logistics Account Manager or local Customer Service team, who will be able to provide country-specific details and support.