

CMA CGM Customer Survey Campaign 2013

CMA CGM has decided to carry out a global Satisfaction Survey in order to better understand customers' expectations and perceptions. It is very important to find out how to deliver a better service experience on our global network.

The opinion of our customers is very important for us and we count on all customers to give their views and share their experience.

As from May 2nd, 2013, you will be able to participate and answer to all questions directly on line via a web site, the link will be communicated later on.

The survey will be rolled out per region as per the following timetable:

REGION	START DATE	END DATE
Asia	02/05/2013	29/05/2013
Europe	09/05/2013	05/06/2013
Oceania	09/05/2013	05/06/2013
East Med / Levant	09/05/2013	05/06/2013
Caribbean	16/05/2013	12/06/2013
North America	16/05/2013	12/06/2013
South America	16/05/2013	12/06/2013
Central America	16/05/2013	12/06/2013
Middle East / Indian SubCont	16/05/2013	12/06/2013
Africa (E / W / S)	23/05/2013	19/06/2013
North Africa	23/05/2013	19/06/2013