

## **CMA CGM launches My Exclusive CONCIERGE, a 24/7 dedicated team to assist you anytime, anywhere**

eBusiness

In a world where supply chain uncertainty has become the norm, it is important to go even further in how we support our customers to provide them with complete peace of mind they need. That is why we are proud to introduce our brand-new premium customer service “ My Exclusive Concierge” designed to meet their specific needs with a dedicated team available 24 hours a day, 7 days a week.



This premium customer service marks a significant milestone in our commitment to being closer to our customers, offering them continuous, personalized assistance. We understand that each customer is unique, and our dedicated teams of concierge agents are trained to provide them tailored assistance.

As part of our CMA CGM+ range of value-added services, “My Exclusive CONCIERGE” is committed to exceeding our customers' expectations. Our new premium customer service stands out in the market with a dedicated team available 24/7, specifically selected and trained to offer this white-gloves service. We are confident it will guarantee an unmatched quality of service in the shipping industry.

Charles-Henry Babin de Lignac Head of CMA CGM+ value-added services

### **Key Benefits of My Exclusive CONCIERGE**

#### **- A dedicated support accessible anytime, anywhere.**

Our dedicated team is available 24/7 to assist our customers during all their shipment journey through their preferred channel of communication (phone, email or Teams). This team will respond to inquiries or facilitate resolution through the appropriate internal team.

#### **- An organization specially designed to ensure quick resolution of our customers request.**

By minimizing downtime, they will be able to focus on what truly matters for the growth of their business.

#### **- A personalized and timely monitoring of their shipment**

Sending proactive alerts from our concierge agents or direct from the appropriate CMA CGM teams, who continuously monitor their shipment at every step.

#### **- Analytics reports on demand**

Tailor-made reports available for their specific challenges.

*My Exclusive CONCIERGE is available for our brands: CMA CGM, ANL & CNC on SpotOn online quotation or via our sales team.*

[Find out more about My Exclusive Concierge](#)