**MAMAN**

Customer Service

October 28, 2021

**Re: Preparations for the November–December shopping season**

As you know, the realm of air transport generally, and that of forwarding and logistics particularly, has been dealt a severe blow as of late. Among other things, major changes have taken place in the conditions of the market in which we operate, for various reasons that include unusual strain on the global supply chain, changes in consumption habits, hiring difficulties, the impact of the COVID-19 pandemic, and more.

For these reasons, the reception of cargo at the terminal has recently been taking longer than we have been used to thus far. We are sparing no effort to overcome the difficulties and continue to give our customers the best possible service under the circumstances. We are investing huge resources and efforts in this goal: taking on dozens of new employees, increasing intake and storage space considerably and adding storage cells and resources; utilizing dedicated and special areas as required; expanding the telephone customer-service team, and so on.

In addition to the complex challenges that we are facing, we are on the brink of the November–December season, when the quantities of incoming cargo are expected to notably increase due to the “shopping holidays” and Christmas, thus placing terminal activity under further strain. Therefore, we wish to advise you that we expect the time for receiving cargo to be unusually long, at least in the near future. Please bring this information to your customers’ attention so that they may bear it in mind regarding their expected schedules.

Sincerely,

Iris Zeira  
Vice President for Sales, Marketing, and Customer Service

Maman Cargo Terminals & Handling, Ltd.