

**AUTORIDAD DEL CANAL DE PANAMÁ
EXECUTIVE VICE PRESIDENCY FOR OPERATIONS**

ADVISORY TO SHIPPING No. A-06-2014

April 4, 2014

TO : All Shipping Agents, Owners, and Operators
SUBJECT: Address for submitting comments or complaints regarding services provided by the Panama Canal

This advisory serves as a reminder that the Panama Canal has established the following address for all customers to submit comments regarding transit services:

Contact: CUSTOMER SERVICE
E-mail: Customerservice@pancanal.com
Telephone: (507) 272-4595
Fax: (507) 272-3892
Mail: AUTORIDAD DEL CANAL DE PANAMA (ACP)
Executive Vice Presidency for Operations
Bldg. 729
Balboa-Ancon, Panama

This new address is also listed on page 17 of OP Notice to Shipping N-3-2014, available at:
<https://www.pancanal.com/eng/op/notices/>.

We at the Panama Canal are committed to improve the service that we provide to our customers and encourage the use of this mailbox to send comments, complaints, recommendations or recognitions to help improve canal services. We kindly request shipping agents, vessel owners, and operators provide this information to the masters of transiting vessels.

ORIGINAL SIGNED

Esteban G. Sáenz
Executive Vice President for Operations