



TPG
AGENCY

Admiral – General information

- Providing weekly and direct container shipping services across the Mediterranean and Black Sea since 1998.
 - Expanded operations to Koper in 2023
 - Specialized in reefer container shipments

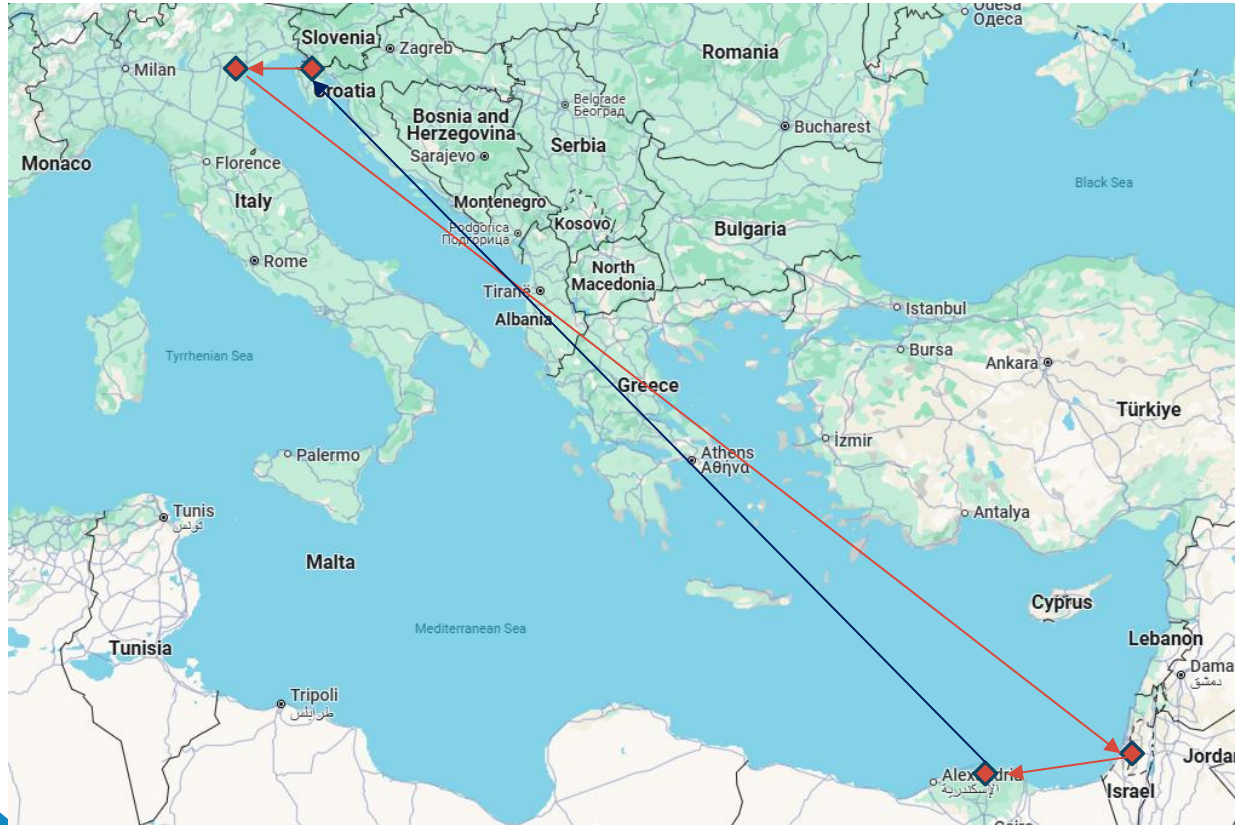


Service and transit time

To Koper		From Koper	
Port of loading	Transit time	Port of discharge	Transit time
Damietta	4 days	Damietta	7 days
Ashdod	7 days	Ashdod	4 days
Istanbul	12 days with TS	Haifa	5 days*
Gebze	12 days with TS		
Gemlik	12 days with TS		
Izmir	12 days with TS		
Iskenderun	10 days with TS		

* Haifa via Ashdod with intermodal solution

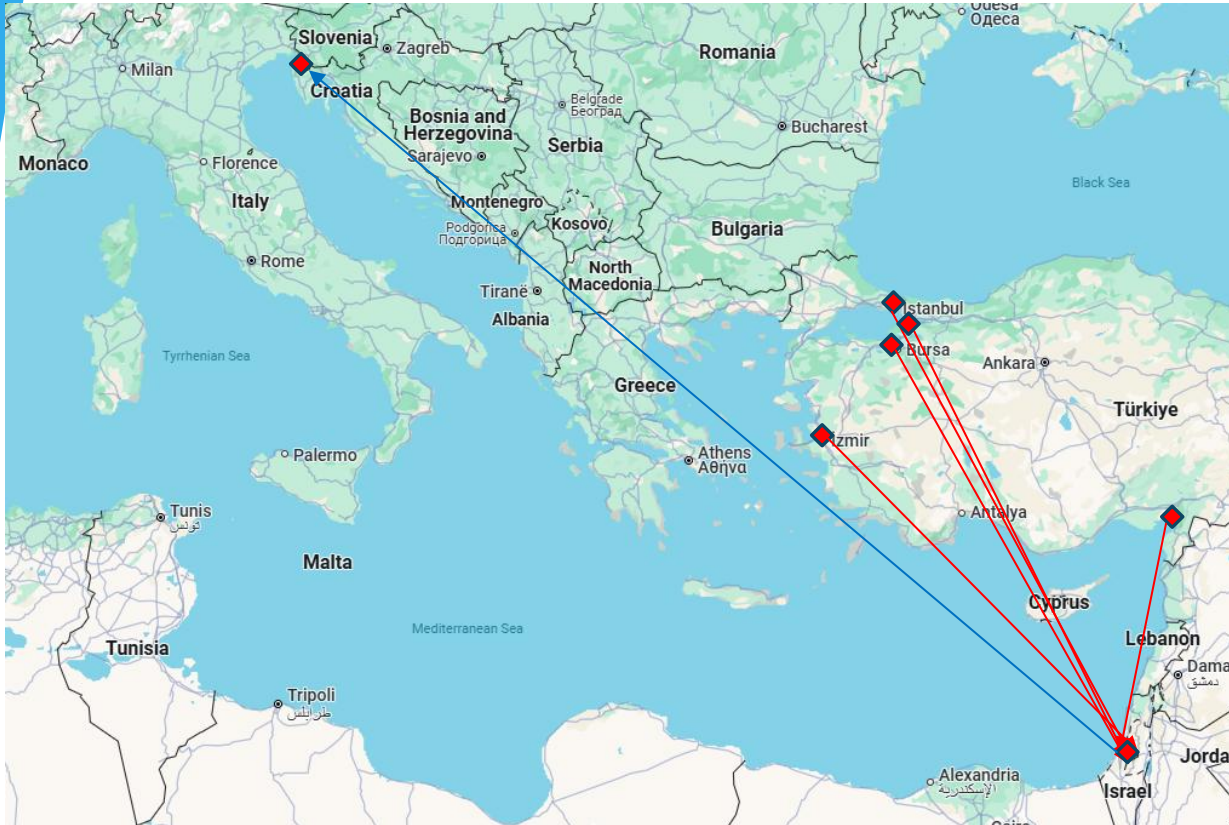
Damietta – Koper Express Service



- Direct and fixed departures
- Dedicated exclusive reefer express service
- Short transit times
- Suitable for reefer and dry containers

- Koper, Slovenia – Venice, Italy – Ashdod, Israel - Damietta, Egypt –
Koper, Slovenia

Turkey Adriatic Service



- Import service from Turkey ports via Ashdod, Israel to Koper port.
- Suitable only for dry containers 20' and 40'.

Procedures

Booking procedure:

- We maintain a customer-friendly communication, so bookings are submitted via email, with details such as POL, POD, container type and quantity, and, if applicable, DG and cargo information (type, temperature, ventilation...).
- Shipping instructions and VGM are also submitted by email.
- We ensure that customers are promptly informed of any vessel changes or changes in the destination arrival.

Procedures

Cargo claim procedure:

- The cargo claims procedure is handled through our customer service team, ensuring clear guidance and timely support throughout the process.
- To proceed with the claim the requested documentation is : formal claim, photos, copy of BL, commercial invoice and packing list.

Customer service role

- Keeping the customers informed about the vessel's delays, due to weather conditions, port congestions ...
- Proactively communicating changes in shipment schedules or estimated time of arrival
- Monitoring shipment milestones and alerting customers of any deviations from the planned route
- Offering alternative solutions in case of disruptions



THANK YOU FOR YOUR ATTENTION.

T.P.G. Agent

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