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Customer Q&A

Why is Pilot Freight Services (Pilot) being acquired by Maersk?
Maersk has a strategic vision to integrate end-to-end global supply chains, making them simpler and more connected than ever before. As the company sought out best-in-class partners to bring this vision to North America, Pilot was the perfect fit. Pilot and Maersk customers share common logistics needs, and both organizations share similar approaches to addressing those needs: a customer-centric culture, a strong commitment to people, and a focus on integrated solutions. Together, we complement one another and are greater than the sum of our parts.

Why have we decided to change the Pilot and American Linehaul brands to "Pilot – A Maersk Company" and "American Linehaul – A Maersk Company"?
A brand sponsorship serves as a symbol of our partnership with Maersk. The Maersk brand opens many doors, and we know that by having this brand back Pilot and America Linehaul, we are telling our customers that we can now offer a bigger array of products and solutions from an integrator of container logistics.

Will anything change as it relates to my current point of contacts as a customer of Pilot?
No. The Pilot team key contacts will remain the same. We are still Pilot, just now we are "Pilot – a Maersk Company." We will be able to stay connected to our customers as well the core services that our customers have come to count on us for.

Will anything change today as it relates to my business as a customer of Pilot?
Pilot's existing teams remain in place to support you and are committed to providing you with the same services that you depend on. All agreed service levels, terms & conditions, and contracts will remain valid. By combining Pilot and Maersk, customers will gain access to the world's most extensive global network, while receiving the same value-added business-to-business transportation and heavy bulky home delivery solutions that pay special attention to unique needs. Our commitment to service, to quality, to our people, and to our customers will not change.

Will Pilot and Maersk offer the same range of products and services – only under different names?
Over time, Pilot and Maersk will begin integrating services as per customers' needs only where it makes sense and adds value. We plan to leverage each other's key strengths in transportation services to further improve upon an integrated end-to-end service, what we're calling "factory to couch."

Will existing contracts be changed or transferred to Maersk?
No. All agreed service levels, terms and conditions, and contracts will remain valid.

Who are key contacts if I have a problem or question?
All contacts with Pilot (operations, customer service, and sales) will remain the same as they are today.

Will systems or service level change? Will I be forced to migrate to new platform?
Customer service remains the utmost priority with Pilot. There are no plans for any immediate systems changes. Any changes to new or upgraded systems will be communicated well in advance and with the best interest of our customers in mind.

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Classification: Internal