



Mauritius Cargo Community Services Ltd

Our Ref: adm/RND/1003/001

Dear Valued Stakeholders,

As we monitor the COVID-19 March 2021 situation as it is unfolding, our top priority is to preserve the health of our employees, customers and community members while maintaining a consistent level of client service.

All activities of the Mauritius Cargo Community Services Ltd and the CCS platform are up and running including customer support.

In that respect, our employees will be required to work remotely from home to ensure continuity of service. Should you require the assistance of our customer support staff, **you are highly advised to log an online ticket on below link**

<https://maccssupport.freshdesk.com/>

logging a ticket will ensure that your issue is resolved within 10 minutes. In case your issue has been left unattended beyond 10 minutes, please followup by a call on below phone numbers:

Mobile phone numbers:

- Maahir: 5728-0152
- Faez: 5498-7894
- Bandinee: 5728-3373
- Priscilla: 5256-3138

The hours of service remain the same; from 8am to 7pm, weekdays and 8am to noon Saturdays.

As we will be operating on a shift system, if a phone line is not available kindly try any of the other phone numbers. Any issues that have not been resolved to your satisfaction can be escalated by email to rnd@maccs.mu

MACCS advise you to take the necessary precautions to help mitigate the Covid 19. Stay Home Stay Safe.

We are with you.

Thanks and Regards,
MACCS Team

From: Bandinee Bhaugeerothee <bhaugeeb@maccs.mu>

Sent: Wednesday, 10 March 2021 10:43

Subject: MACCS Communiqué: LOCKDOWN MARCH 2021