



**MANZANILLO INTERNATIONAL TERMINAL-PANAMA, S.A.**  
Grupo Carrix

August 15, 2011

**To Whom It May Concern:**

RE: Customer Reference - Agencias Continental, S.A.

Agencias Continental, as Hapag-Lloyd agents in Panama, has been one of our top customers for the past 15 years. Accordingly, I have no hesitation in recommending them as a company with which to do business.

In addition to doing business with Agenco, I have been able to work together with its president, Mr. Ricardo Lince B., in other institutions such as the Chamber of Shipping and other activities that Manzanillo International Terminal and other institutions organized for professional and social purposes.

As far as a company to do business with, Agencias Continental, S.A. is one of the best that we have ever dealt with. Its practice has always been to perform ethically and with the highest demand for perfection. They constantly provide high-end trained staff to deal with our team and regularly participate in our meetings to improve customer service to our local clients.

We have done significant amounts of business and I cannot recall a late-payment situation involving that company. Billing disputes are rare, and those only require some minor additional documentation for clarification and resolution.

We maintain close communication with the company's documentation, sales and accounting teams, and they always keep us apprised of their upcoming workload. Thus, scheduling jobs on our planners has never been a problem.

Based on our experience, any company should be very pleased to select Agencias Continental as a company to do business with."

Regards,

**MANZANILLO INTERNATIONAL TERMINAL – PANAMA, S.A.**

  
Carlos M. Urriola T.  
General Manager