

Advisory To Shipping No. A-05-2026

March 18, 2026

TO : All Shipping Agents, Owners, and Operators
SUBJECT : Customer Service Survey – Request for Support

As part of our continuous efforts to enhance the quality of our services, we are conducting an electronic satisfaction survey using the SurveyMonkey platform (www.surveymonkey.com). Your collaboration is essential to ensure we gather accurate and meaningful feedback from each vessel's transit experience.

Your support is requested for the following actions:

1. Encourage the captains to complete the survey. The questionnaire takes no more than five minutes to fill out.
2. Each captain will receive an email containing the survey link. We kindly ask that they complete the most recent message received, as each link is uniquely associated with the latest transit through the Canal.
3. We also request that your IT security teams grant access to the SurveyMonkey platform from the vessels, ensuring the link can be opened without restrictions.

Your feedback is vital to identify opportunities to improve our processes and continue delivering high-quality, reliable service to all vessels.

We sincerely appreciate your cooperation and support in this initiative. For additional information, please contact operationservices@pancanal.com.

ORIGINAL SIGNED

Boris Moreno Vásquez
Vice President for Operations