

FAQ:

1. Why is the company changing its name? This change reflects our commitment to providing more resources and services for customers. By rebranding as MEDLOG USA, we are now part of the MEDLOG global network, which includes 80+ locations across six continents and is powered by MEDLOG's parent, MSC, the world's largest global shipping and logistics company. We're excited to offer new service lines and the ability to branch into different markets. Our growth will benefit everyone involved with the company, from our employees to our customers.

2. When will the name change take effect? Effective April 14th, 2025, we will begin operating under our new business names MEDLOG Drayage and MEDLOG Logistics.

3. Will there be any changes to the products/services I receive? No, there will be no changes to the products or services you receive. You will continue to enjoy the same high-quality offerings and support from our team.

4. Do I need to take any action because of this change? Please issue work orders to us under the new business name: MEDLOG Drayage or MEDLOG Logistics for any containers delivering effective April 14th, 2025. All existing agreements and contracts remain valid and unchanged.

5. Will there be any changes to your contact information? Our contact information, including phone numbers and physical and/or mailing, will remain the same. However, our email addresses will be updated to reflect the new business name medlog.com. All old email addresses will be routed to medlog.com, so please update your address book at your convenience.

6. How will this change affect my billing and payments? There will be no impact on billing and payments. You will continue to receive invoices. Our invoices will reflect the new business name of MEDLOG Drayage or MEDLOG Logistics effective Monday, April 21st, 2025. Please make payments as usual just under the new MEDLOG USA division name.

- MEDLOG Drayage, formerly C&K Trucking, LLC
- MEDLOG Logistics, formerly AV Logistics, LLC

7. Will your website and social media handles change? Yes, our website has changed to medlog.com and our social media handles are being updated. We will provide you with the new links once they are live.

8. Who can I contact if I have more questions? If you have any further questions or concerns, please feel free to contact us at usa-sales@medlog.com.

9. How can I stay updated on the changes? We will keep you informed through our website, email, newsletters, and social media channels. Make sure to follow us for the latest updates. Please sign up for our newsletter at www.medlog.com/en/usa/contact-us.

10. Are Pacific Green and Skyline Express changing their business names? No, at this time, both Pacific Green and Skyline Express will remain the same.

11. What should I do if I notice any issues or discrepancies related to the name change? If you encounter any issues or discrepancies, please contact our customer support team at usa-sales@medlog.com, and we will assist you promptly.