



*We are pleased to announce the following changes at
AMERICAN ROLL-ON ROLL-OFF CARRIER
 Effective April 15, 2010:*

All U.S. general customer service inquiries, rate quotes, bookings, documentation and freight collections will be completed at ARC's office in Park Ridge, NJ.

All European general customer service inquiries, rate quotes, bookings, documentation and freight collections will be completed at ARC's agent's office, Transcar, in Bremerhaven, Germany.

US Headquarters
 American Roll-On Roll-Off Carrier
 One Maynard Drive
 3rd Floor
 Park Ridge, NJ 07656
 Tel: (201) 307-1626
 Fax: (201) 571-0551

US Team (US/Middle East Trade):

Name / Title	Phone	e-mail
Tracy Salmon - Manager	(201)571-0444	tsalmon@amslgroup.com
<u>Customer Service & Documentation Team Members:</u>		
Debbie Matan	(201)571-0433	dmatan@amslgroup.com
Joanne Whittemore	(201)571-0418	jwhittemore@amslgroup.com

US Team (US/Europe Trade):

Name / Title	Phone	e-mail
Stacy Roberts - Manager	(201)571-0464	sroberts@amslgroup.com
<u>Customer Service & Documentation Team Members:</u>		
Cassandre Brunache	(201)571-0445	cbrunache@amslgroup.com
Lisa Franco	(201)571-0432	lfranco@amslgroup.com





Europe Office
Transcar GmbH, as agent for ARC
Niederlassung, Franzuisstrasse 82
27568 Bremerhaven, Germany
Tel: +49 (0) 471 944-6786
Fax: +49 (0) 471 944-6788

Europe Team (Europe/US Trade):

Name / Title	Phone	e-mail
Michael Giesbers - Manager	49 (0) 471 94467 82	mgiesbers@amslgroup.com
Customer Service & Documentation Team Members:		
Andreas Binz	49 (0) 471 94467 85	abinz@amslgroup.com
Nadia Brem	49 (0) 471 94467 84	nbrem@amslgroup.com
Mareike Brinkmann	49 (0) 471 94467 83	mbrinkmann@amslgroup.com

What this means to our valued customers:

All general customer service inquiries, booking and rate requests in the U.S. should be sent to ARCCustomerService@amslgroup.com

All bill of lading masters and documentation inquiries in the U.S. should be sent to ARC-US-Documentation@amslgroup.com

All general customer service inquiries, booking and rate requests in Europe should be sent to ARC-EU-CSD@amslgroup.com

All bill of lading masters and documentation inquiries in Europe should be sent to ARC-Europe-Documentation@amslgroup.com

