



To whom it may concern

Dear customer,
Dear business contact,

Due to the COVID-19 situation a temporary change in the communication line has been implemented.

Since we maximized working from home, the general phone number will temporarily not be available.

We kindly advise you to correctly use guidelines below to the full to keep the communication lines as short as possible.

- Day to day subjects: preferably only by e-mail
- Urgent matters: please use the 'Main Contact' number of the business unit you want to reach.
- Extremely urgent or emergencies: please use the specific number of the concerned business unit

Matters which are preferably discussed by video/telephone call will of course remain possible. Please send an e-mail in advance to agree on a date and time.

Always at your service and stay healthy.

Group Van Loon.





Group Van Loon Communication during the COVID-19 situation

E-mail (preferably)

	<p>Tariff Requests</p>	<p>Order Related</p>	<p>Repair Estimates</p>	<p>Invoices</p>	<p>Complaints</p>
<p>Repair & Depot Right bank (ATR)</p>	<p>dp@vanloon.be Dirk Poppelaars - Mgr ATR jbo@vanloon.be Joris Bours - BU Mgr Repair & Depot</p>		<p>approval.ATR@vanloon.be</p>		
<p>Repair & Depot Left bank (ATSL&GETS)</p>	<p>pvv@vanloon.be Peter Van Vlierberghe - Mgr ATSL&GETS jbo@vanloon.be Joris Bours - BU Mgr Repair & Depot</p>	<p>depotservices@vanloon.be</p>	<p>approval.ATSL@vanloon.be approval.GETS@vanloon.be</p>	<p>accountsreceivable@vanloon.be</p>	<p>complaint@vanloon.be</p>
<p>Tank Cleaning (ATC)</p>	<p>tariffs@vanloon.be</p>		<p>approval.ATC@vanloon.be</p>		
<p>Heating (ATC)</p>	<p>tariffs@vanloon.be</p>				
<p>Water treatment (ATC)</p>		<p>afval@vanloon.be</p>			
<p>Transport Antwerp (TVL)</p>	<p>tariffs@vanloon.be</p>	<p>truckingservices@vanloon.be</p>			
<p>Transport Moerdijk (GRT)</p>		<p>planning@raaphorst.nl</p>		<p>grh.customers@vanloon.be</p>	<p>planning@raaphorst.nl</p>

Phone

	<p>Main contact</p>	<p>Back-up</p>
<p>Repair & Depot Right bank (ATR)</p>	<p>Gate Operations +32 (0)3 546 08 42</p>	<p>Joris Bours +32 (0)3 546 08 54 Dirk Poppelaers +32 (0)3 546 08 58</p>
<p>Repair & Depot Left bank (ATSL&GETS)</p>	<p>+32 (0)3 546 08 66</p>	
<p>Tank Cleaning (ATC)</p>	<p>+32 (0)3 546 08 55</p>	
<p>Heating (ATC)</p>		<p>Niko Gatsou +32 (0)3 546 08 40</p>
<p>Water treatment (ATC)</p>	<p>+32 (0)3 546 08 44</p>	
<p>Transport</p>	<p>Customer Account Team +32 (0)3 546 08 33 +32 (0)3 546 08 52 +32 (0)3 546 08 38</p>	<p>Jürgen Fasold +32 (0)3 546 08 43</p>
<p>Finance</p>	<p>Accounts Receivable +32 (0)3 546 08 62 Accounts Payable +32 (0)3 546 08 60</p>	<p>Ignas Merkcx +32 (0)3 546 08 69 Brigitte Van Heymbeeck +32 (0)3 546 08 64</p>