

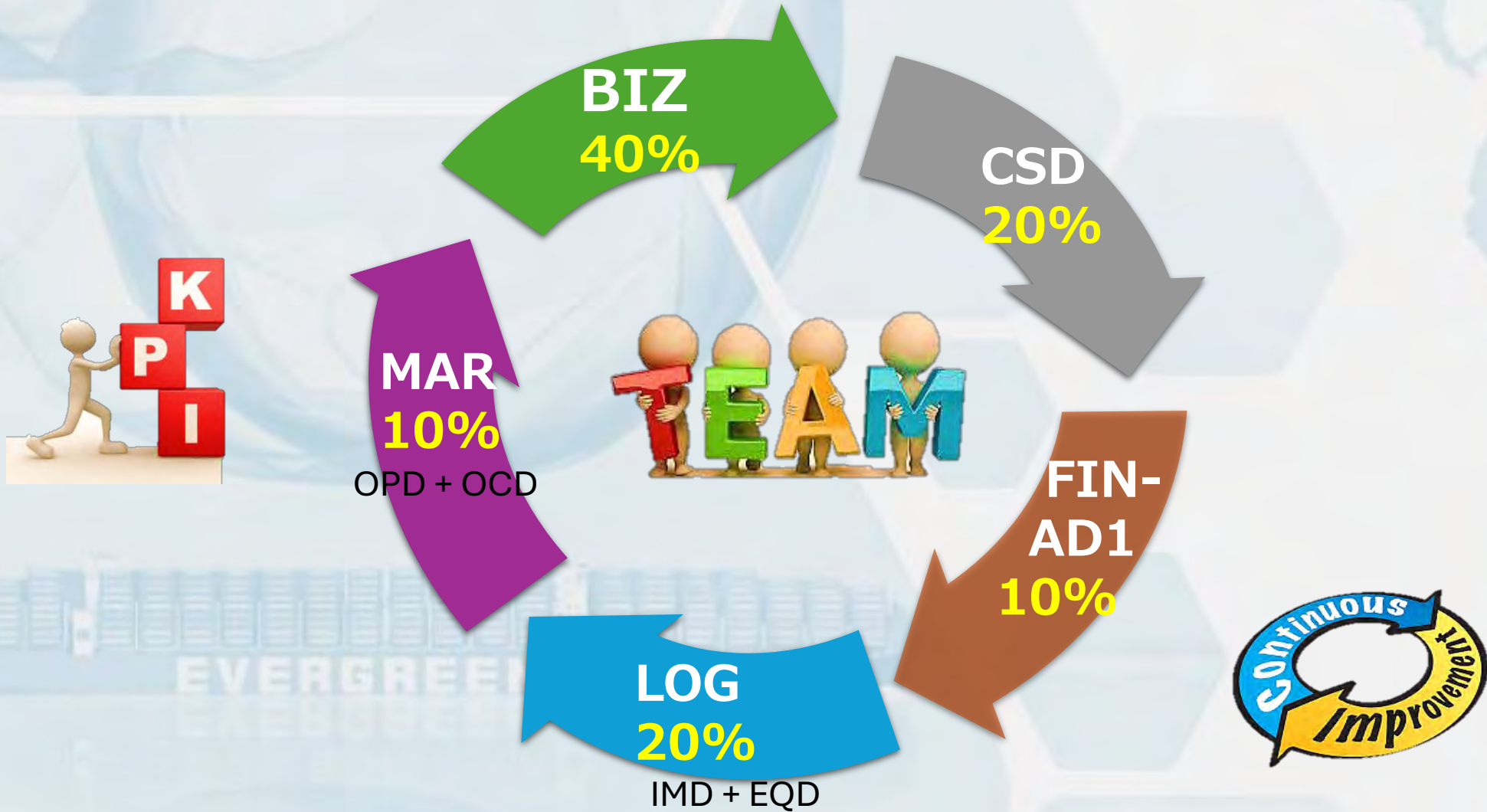


# Agency Evaluation Review


By EMC PJD BCD AGS

March 27, 2026

# AGENCY EVALUATION





# AGENCY EVALUATION<sub>(2025)</sub>

  **9 Agents**



  
**GROUP B**  
**Good**

  
**GROUP A**  
**Excellent**

  **68 Agents**



  **1 Agents**



**GROUP C**  
**Average**  


**GROUP D**  
**Under AVG**  


 **NIL**

There are **78** offices/agents in the evaluation.

C.& S. America- average score: 92.26 (92.80 in 2024)



# AGENCY EVALUATION (2025)

\* Evergreen Owned or JV company

## Group A > 200,000 TEU (18 agents worldwide)

Own/JV	Country	Score	Rank in Group A	Rank by All	BIZ	CSD	AD1	IMD	ECD	MAR
EBR	BRAZIL	A (94.44)	9	24	A	A	A	A	A	A
EMX	MEXICO	A (93.33)	15	42	A	A	A	A	A	A

## 200,000 TEU > Group B > 50,000 TEU (16 agents worldwide)

Own/JV	Country	Score	Rank in Group B	Rank by All	BIZ	CSD	AD1	IMD	ECD	MAR
ECO	COLOMBIA	A (97.04)	1	1	A	A	A	A	A	A
EPE	PERU	A (97.00)	2	2	A	A	A	A	A	A
UMS	PANAMA	A (96.58)	4	4	A	A	A	A	A	A
ECL	CHILE	A (94.89)	6	17	A	A	A	A	A	A

## Group C < 50,000 TEU (10 agents worldwide)

Own/JV	Country	Score	Rank in Group C	Rank by All	BIZ	CSD	AD1	IMD	ECD	MAR
EECU	ECUADOR	A (96.21)	1	6	A	A	A	A	A	A
EAR	ARGENTINA	A (95.69)	3	10	A	A	A	A	A	A
EUY	URUGUAY	A (94.73)	6	20	A	A	A	A	A	A

# AGENCY EVALUATION (2025)

## \* Pure agents

### Group D > 20,000 TEU (15 agents worldwide)

Pure Agent	Country	Score	Rank in Group D	Rank by All	BIZ	CSD	AD1	IMD	ECD	MAR
SNP	GUATEMALA	A (94.82)	1	19	A	A	A	A	A	A
MIS	COSTA RICA	A (91.87)	9	61	A	B	A	A	B	A
MCD	DOMINICAN REPUBLIC	A (90.19)	13	68	A	B	A	A	B	A
PRIS	PUERTO RICO	B (85.86)	15	76	A	C	B		B	A

### Group E < 20,000 TEU (19 agents worldwide)

Pure Agent	Country	Score	Rank in Group E	Rank by All	BIZ	CSD	AD1	IMD	ECD	MAR
UNI	HONDURAS	A (93.21)	4	45	A	A	A	A	B	A
UMR ASU	PARAGUAY	A (92.87)	5	48	A	B	A	A	B	A
SMS	HAITI	A (91.99)	7	57	A	A	A	A	B	A
NAV	EL SALVADOR	A (91.95)	9	59	A	B	A	A	B	A
CRE	CURACAO	B (89.48)	14	72	A	C	A	A	B	A
LNM	JAMAICA	B (85.68)	18	77	A	C	B	A	B	A
ISL	TRINIDAD AND TOBAGO	C (76.82)	19	78		C	C	B	C	B

# ACTION PLAN

## • Access to SOL+



-Trace the agency evaluation records



-Before monthly evaluation result released,  
Raise your questions if the score is not fair/in doubts.



## • Action plan



**Subject:** RE: EVERGREEN AGENCY EVALUATION RESULT<<SQCQT470>>

AGENCY EVALUATION RESULT OF Nov. 2024							
Agent	BIZ	CSD	SUP	IMD	ECD	MAR	Grade
XXX	B	A	D	B	A	A	B

Sorry to notify that as in the said evaluation, some of sections were graded below **C or D**, which were not up to the work . To help you achieve your target efficiently, you are required to contact the related in-charge offices in Taipei to understand the causes of the failure, and then submit an action plan to BCD-AGS and the related offices in Taipei within 7 consecutive days.

**The action plan should include:**

1. Target area: Detail specific area where performance standards have not been met.
2. Improvement actions: Detail what actions need to be taken to meet expected standards of performance.
3. Support: Detail what has been agreed in terms of support required to achieve the expected standards of performance.
4. Date to achieve expected standard.



# HEADS UP...

## • Overdue / Outstanding Monitor

Always Keep low or “0” OS: SNP(Guatemala) / NAV (EL Salvador)

- ✓ Remit accounts receivable on time in accordance with the agency agreement
- ✓ Pay attention to your credit customers
- ✓ Watch for local currency fluctuation
- ✓ If any special events occurred in your jurisdiction, please contact to the headquarters immediately

## • Demurrage / Detention Collection

- Basic requirement: above 90%

# DEMURRAGE/DETENTION COLLECTION

POL Onboard/ POD Arrival Date: 20250101~20251231

Report date: Mar. 5, 2026

Agent	Country	DMDT & BT Collection Ratio (%)	Agent	Country	DMDT & BT Collection Ratio (%)
MIS	COSTA RICA	100.00%	EAR	ARGENTINA	97.64%
EECU	ECUADOR	100.00%	UMR ASU	PARAGUAY	97.16%
UNI	HONDURAS	100.00%	EMX	MEXICO	92.26%
NAV	EL SALVADOR	100.00%	PRIS	PUERTO RICO	91.86%
EPE	PERU	100.00%	GRIEG	BRAZIL	87.37%
UMS	PANAMA	100.00%	EBR	BRAZIL	87.27%
ECO	COLOMBIA	99.98%	CRE	CURACAO	86.53%
SMS	HAITI	99.38%	MCD	DOMINICAN REPUBLIC	79.37%
EUY	URUGUAY	99.21%	LNM	JAMAICA	52.29%
ECL	CHILE	98.74%	ISL	TRINIDAD AND TOBAGO	40.20%
SNP	GUATEMALA	98.54%			

**Total DMDT Collection Ratio: 92.2%**

(Last year: 90.7% )



**Thank you !**

**Gracias ! Obrigada !**