

January 16th, 2019

Dear Valued ONE Customer,

EC5/ Fire onboard Yantian Express

Rescue efforts are ongoing. Currently, there are three tugs on scene to provide assistance to Yantian Express.

Developments of the situation on the Yantian Express are being closely monitored and Ocean Network Express will continue to update you as this situation progresses.

ONE North America has set-up a dedicated phone queue to answer questions about cargo on the Yantian Express. From the United States and Canada, please call our toll free customer service line 844 413 6029, select Option 2 for Import Services and then Option 3 for information on the Yantian Express.

Import customs filings should be delayed until the date and arrival port have been determined. If import customs filings have been completed, customers are advised to investigate with their customs brokers to determine the appropriate course of action.

We regret the inconvenience caused and thank you for your understanding in this regard. Should you have any questions or concerns, please contact your sales account representative for additional information.

Sincerely,
Ocean Network Express Pte. Ltd.