

January 23rd, 2019

Dear Valued ONE Customer,

EC5/ Fire onboard Yantian Express

As of January 23rd, salvors continue to assess the situation based upon relevant factors such as safety and operational items, in order to best determine the vessel's next port of call for the Yantian Express. We are unable to provide you the possible port of refuge and estimated time of arrival. Details will be advised once the information has been determined.

ATTENTION:

We would ask that all Consignees and Brokers, with bills of lading having a final destination in the USA, to please delete their US Customs entries, if previously made for the Yantian Express on the intended port calls. This should be performed as soon as possible, however no later than Monday January 28, 2019.

ONE North America, will delete the manifest for the Yantian Express v0108 from the USCBP/ACE system, on Tuesday January 29, 2019. Any subsequent Customs handling instructions will be provided once more details are available.

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.

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.