

March 27<sup>th</sup>, 2019**Dear Valued ONE Customer,****EC5/ Fire onboard Yantian Express**

Further to our Customer Advisory dated March 19, 2019, we are pleased to report that all containers in the fire impacted areas in way of cargo holds 1 and 2 (on and under deck) have been discharged from the vessel.

All customers whose containers have been discharged and are ready for on-carriage have already been informed, and we are currently working on a solution to transship those containers, which cannot be reloaded back on the vessel.

Presently, the plan is for the balance of the undamaged cargo to remain on board the Yantian Express, which will depart Freeport once needed repairs are finalized. However, the final port of call for the vessel is still to be nominated and we will advise further on this aspect as soon as feasible.

Please be reminded that all cargo interests who have not done so already promptly contact the Average Adjuster in order to arrange for the posting of General Average and Salvage security so that their cargo can be released in a timely manner.

*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.