

18<sup>th</sup> June, 2019

Dear Valued ONE Customer,

**PN2/ Nagoya Express at Hai Phong International Container Terminal**

We have been informed the vessel Nagoya Express v057E in the PN2 service string has collided with one gantry crane while turning after unberthing, resulting in heavy damage to the crane. At present, the ship has been held at Haiphong OPL Anchorage, awaiting vessel release.

Hapag Lloyd, who is the vessel operator of Nagoya Express, is currently in close communication with the relevant authorities to ensure the immediate release of Nagoya Express with the appropriate arrangements.

The vessel is currently targeted to depart Hai Phong on the evening of 19<sup>th</sup> June, provided the necessary documents and bank deposit settlement has been arranged in agreement with the Terminal.

For the avoidance of doubt, this Customer Advisory has been provided without prejudice and for informational purposes only, non-conclusive and subject to change. We will provide further updates once more details are available in due course.

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.