

## Change of email id for Customer Communication – All India (Update 2)

### Customer Advisory # MUM/2022-2023/169

**An even more efficient way to better serve you!**

26th July 2022

Dear Valued Customers,

We are pleased to announce another improvement in your shipping journey with us! In addition to our earlier advisories dated 26<sup>th</sup> June 2022 please be informed of the below:

Effective 1st August 2022, the group emails listed below which were used before will be discontinued as per below table, together with a list of methods for an even faster resolution time.

Email (Old Group email id)	Most Efficient Method (New email id)	Termination Date (Old email id)
in.ofs.mumbaibkg@one-line.com in.ofs.northbkg@one-line.com in.ofs.chennaibkg@one-line.com in.ofs.westbkg@one-line.com in.ofs.gujbkg@one-line.com in.ofs.southbkg@one-line.com in.ofs.eastbkg@one-line.com in.ofs.specialbkg@one-line.com	india.ofs.booking@one-line.com	August 1, 2022
in.ofs.si@one-line.com	No change	
in.ofs.imp@one-line.com in.ofs.impinvoice@one-line.com	india.ofs.import@one-line.com	
in.ofs.ebl@one-line.com	india.ofs.ebl@one-line.com	
in.ofs.ar@one-line.com	No change	

Please visit and register yourself at <https://in.one-line.com/> for access to our recently renewed suite of e-tools, that includes our first-in-class Live Chat Service.

This transition marks a great milestone, and we are excited to go on this journey with you.

Your assigned account manager remains available to assist you with any additional questions you may have.

**As ONE, we can!**