

February 6th, 2019

Dear Valued ONE Customer,

EC5/ Fire onboard Yantian Express

Following up from the Customer Advisory on January 25th, Yantian Express has arrived Port of Freeport (Bahamas) and berthed on February 4th at 1500 hours. She is currently undergoing fire inspection and decontamination.

Further details on the discharging operations and cargo arrangement shall be advised once determined.

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.

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.