

January 10th, 2019

**Dear Valued ONE Customer,****EC5/ Fire onboard Yantian Express**

Based on current available information, we have to assume that all cargo in bay 12 on deck and forward is directly affected by the fire, as well as all cargo in Hold 1 (Bay 1 to 9). Furthermore, we have to expect that all cargo in Hold 2 (Bay 11 to 17) is affected by fire, smoke and / or damage caused by firefighting water. Damage caused by smoke, heat and / or firefighting water in adjacent areas is also possible.

All Reefers on Bay 1 to Bay 24 are without power and switched off. All other Bays with reefers are continuously supplied with power and in operation.

As soon as the full extent of such damages can be accurately determined, we will promptly revert with further details.

We fully understand that even at this point you would like to have further clarification on your shipment(s) onboard. Nonetheless, we seek your kind understanding that at this moment we are unable to provide additional information.

Pls be assured that we are working hard on getting more detailed information on your cargo and will share this with you as soon as possible.

Sincerely,  
Ocean Network Express Pte. Ltd.