

January 17th, 2019

Dear Valued ONE Customer,

EC5/ Fire onboard Yantian Express

The fire has been primarily contained. Three salvage tugs are currently providing assistance to Yantian Express. Another ocean-going tug is also on its way to further assist the operations.

Unfortunately, we are unable to provide you the possible port of refuge and estimated time of arrival at this moment. Details will be advised once the information has been determined.

At this time, it is not possible to make a precise estimate of any damage to Yantian Express or its cargo. Ocean Network Express is in close cooperation with all relevant authorities and 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.

Import customs filings should be delayed until the date and arrival port have been determined. If import customs filings have been completed, customers are advised to investigate with their customs brokers to determine the appropriate course of action.

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.