

March 11th, 2019**Dear Valued ONE Customer,****EC5/ Fire onboard Yantian Express**

Further to our Customer Advisory dated March 5, 2019, please be informed that salvage operations in Freeport are continuing as previously advised.

At this point, we anticipate for the discharge operation to take approximately four weeks from now to be completed.

Please be advised that we are also still exploring options with regard to the balance of the containerized cargo which is unaffected by the fire.

Kindly note that we are not in a position to discharge the sound cargo at the vessel's current location, which consists of a temporary yard that is meant to handle only the distressed cargo.

Additionally, and while there is a containerized terminal berth in the vicinity, it appears that such terminal may still not have sufficient capacity for handling of sound cargo. Investigation on alternative options continues.

We would reiterate our earlier request that all cargo interests who have not done so already to promptly contact the Average Adjuster in order to arrange for the posting of General Average and Salvage security so that their cargo can be released in a timely manner.

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.