

March 5<sup>th</sup>, 2019**Dear Valued ONE Customer,****EC5/ Fire onboard Yantian Express**

Further to our Customer Advisory dated February 19, 2019, please be informed that salvage operations in Freeport are continuing as planned with the discharge of fire impacted containers and door end inspections of potentially damaged containers as identified and documented on the RHL website.

Based on the information available at this point, we anticipate such discharge to take approximately five weeks from now to reach its completion.

Please be advised that we are also exploring options with regard to the balance of the containerized cargo, which is unaffected by the fire and remains in a dry and sound condition, and will advise further on this aspect as soon as feasible.

In that regard, kindly note that we are not in a position to discharge 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 among other considerations that at the moment such terminal may not have sufficient capacity for the sound cargo. Alternative options are currently being investigated.

We kindly 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.