

April 1st, 2019

Dear Valued ONE Customer,

EC5/ Fire onboard Yantian Express

Per our Customer Advisory dated January 30th, 2019, General Average was declared for the Yantian Express and consequently, all cargo interests are required to post General Average and Salvage Security before their cargo will be released. The vessel is currently still in Freeport, Bahamas, but all cargo from the affected areas has now been discharged and we anticipate a final port of call will soon be nominated for the remaining cargo.

At this time any cargo interests that have not yet posted the General Average and Salvage Security should do so as soon as possible to avoid further delays and incurring additional fees once the vessel arrives at its final port of call. **All General Average and Salvage Security should be posted no later than April 10th.**

For additional information on posting General Average and Salvage Security, including contact information for the General Average Adjuster, please see our January 30th Customer Advisory. (click [here](#))

Additionally, customers with cargo insurance should also contact their insurers immediately.

ONE reminds all cargo interests that posting General Average and Salvage Security is **mandatory**. Regardless of the ultimate disposition of the cargo, cargo interests remain fully responsible and will be liable for all costs and charges associated with their cargo, including but not limited to, freight, General Average Security, and Salvage Security.

PLEASE NOTE: If you have already posted both your General Average Guarantee and Salvage Security, you can disregard this message.

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.