

May 10th, 2019

Dear Valued ONE Customer,

EC5/ Fire onboard Yantian Express

Further to our Customer Advisory dated May 3, 2019 we would like to keep you aware of further development on the MV "Yantian Express" incident as noted below:

- The vessel is currently berthed at the terminal in the Bahamas. Reloading of all containers previously discharged ashore for inspection has now been completed. Accordingly all cargoes, whether security has been provided or not, are now on board the MV "Yantian Express".
- Dependent on final technical approval of vessel class, arrival of spare parts and conclusion of repairs, MV "Yantian Express" is now tentatively scheduled to depart from Freeport, Bahamas on May 15, 2019 with an **ETA to Halifax, Nova Scotia on May 19, 2019.**
- For those customers who have arranged salvage and General Average security, their cargo will be delivered in the usual way under the relevant contract of carriage.
- However, all other customers are kindly reminded, that:
 - the **salvors will not permit delivery of the cargo until salvage security has been put in place.**
 - **General Average security needs to be provided in addition** prior to delivery of cargo.

We would urgently advise that RHL, the adjusters responsible for collecting security, be contacted by those cargo interests who have yet to put security in place, so that their cargo can be released and delivered.

Further information on proceedings to be followed in respect of securities and documentation required for Canadian and US Customs is pending under review and will be communicated in a separate letter shortly.

For the avoidance of doubt, this Customer Advisory has been provided without prejudice and for informational purposes only, non-conclusive and subject to change. We will provide further updates once more details are available in due course.

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.