

6th June, 2019

Dear Valued ONE Customer,

EC5/ Fire onboard Yantian Express

Further to our recent status update we are glad to report significant progress has been achieved and the current status is as follows:

- MV “Yantian Express” cargo operations at Halifax are finalized with all containers discharged ashore as planned, and the **vessel sailed June 2, 2019.**
- For all secured cargo, **oncarriage / transshipment arrangements** are well in progress to expedite the forwarding of containers to their contractual place of delivery and all customers concerned will be informed by our teams accordingly.
- Given the current state of options available, we anticipate these forwarding arrangements to be concluded in about 2-3 weeks from now.
- In respect of **unsecured cargo**, there are still more than 200 containers discharged in Halifax for which GA and salvage security has not been provided. If your container remains unsecured, and in order to avoid the risk of arrest and sale of the cargo [and related fees (including legal fees) and costs], please provide the necessary security on an urgent basis. As an added measure, our team intends to contact unsecured cargo interests in an effort to finally conclude the posting of the necessary security so that any such container may be released without further delay.

If your cargo remains unsecured, you are again reminded to contact RHL as per the following details: <https://rhlclientarea.ctplc.com/>

At this point, we anticipate that within short, all operational steps on final cargo deliveries can be successfully concluded.

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.