

June 17, 2021

Dear Valued ONE Customer,

AL5: Customer Advisory - NYK Delphinus 0086W/E

Further to our Customer Advisory dated June 4, 2021, General Average has been declared by the Owners of the vessel NYK Delphinus 0086W/E in the AL5 service string, after encountering a fire incident prior her arrival in Oakland, CA.

The vessel and her containers/cargo remain onboard at Oakland, CA. The situation remains unchanged while all relevant parties are working with the authorities to find a suitable arrangement for cargo discharge. At this moment, there is unfortunately no further information available regarding the status of the containers/cargo. Updates will be provided once more information is made available.

In order to ensure the cargo's release at the port of discharge, customers are reminded to complete and submit the necessary documents (main documents as indicated) to Blue Seas Adjusters Ltd as soon as possible. They will be collecting all required documents for all cargo and containers on board the vessel and guiding you through the General Average process.

1. *Average Bond*
2. *General Average Guarantee or Cash Security*

Customers are advised to contact Blue Seas Adjusters Ltd only for inquiries specific to the General Average process. Email: ***claims@blueseasadjusters.com***

ONE North America has set-up a dedicated phone queue to answer questions about ONE cargo on NYK Delphinus, specifically for ONE customers only. 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 4 for information on the NYK Delphinus.

Sincerely,
Ocean Network Express Pte. Ltd.

For the avoidance of doubt, this Customer Advisory has been provided without prejudice and for informational purposes only, non-conclusive and subject to change.