

June 4, 2021

Dear Valued ONE Customer,

General Average declared for NYK Delphinus 0086W/E

Further to our Customer Advisory dated June 2, 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. All parties are working with the US Authorities and we shall advise once more information is made available. In the meantime, please be reminded that several documents, including securities as mentioned below, need to be provided by cargo receivers in order to ensure the release of their goods at the port of discharge.

As advised, Blue Seas Adjusters Ltd, on behalf of Shipowners, will be guiding you through the General Average process; They will be collecting all required documents for all cargo and containers on board the vessel.

Please find updated guidance on the necessary documents to be provided to Blue Seas Adjusters Ltd irrespective of the port of discharge, status or condition of goods.

If Cargo is insured by a Company with a Standard & Poors rating of B+ or other agency equivalent (*):

1. *Average Bond*

To be completed, signed, dated and company stamp applied by the receivers/owners of the cargo.

2. *General Average Guarantee:*

To be passed to the cargo insurers for their completion; the document should again be signed, dated, and company stamp applied.

3. *The completed documents should be scanned and sent to Blue Seas Adjusters Ltd for Shipowners' approval, together with:*

- *Copies of relevant Bill(s) of Lading (both front and reverse side of B/L)*
- *Copies of commercial and freight invoices so that cargo value may be established*
- *Contact details of cargo insurers, so appointed Adjusters can liaise with them direct – this is usual in instances of General Average*

If Cargo is not insured or the insurance company does not meet the rating requirement above:

1. *Average Bond*

To be completed, signed, dated and company stamp applied by the receivers/owners of the cargo.

2. *Cash Security*

To be lodged for 12.5% of Cargo & Freight value for cargo delivered at Oakland, CA and 15% of the CnF value for cargo delivered at other ports of destination, with Blue Seas Adjusters Ltd. Copies of commercial invoices (including freight) will need to be presented and remittance details will be provided following direct communication with Adjusters.

3. *The completed documents should be scanned and sent to Blue Seas Adjusters Ltd for Shipowners' approval, together with:*

- *Copies of relevant Bill(s) of Lading (both front and reverse side of B/L)*
- *Copies of commercial and freight invoices so that cargo value may be established*

Please ensure that the Bill(s) of Lading and Container Nos. are referenced in all correspondences to Blue Seas Adjusters Ltd.

(*) Should you have any further inquiries in the required process, customers are strongly encouraged to directly contact to Blue Seas Adjusters Ltd through below **email address** and they will be able to guide you accordingly. A response can be expected to be received within 24 hours.

Email: claims@blueseasadjusters.com

Address:

Unit 1 Orangery Studios
21 Orangery Lane
LONDON SE9 1HN
Tel: 00 44 20 7481 3335
Fax: 00 44 20 7691 7433

Latest update from Blue Seas Adjusters Ltd is available :

http://www.blueseasadjusters.com/latest_news.php

You may also find Average Bond and General Average Guarantee documents as well as more information on the following website: <http://www.blueseasadjusters.com/index.php>

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.