

July 9, 2021

Dear Valued ONE Customer,

AL5: Customer Advisory - NYK Delphinus 0086W/E

Further to our Customer Advisory dated July 1, 2021, General Average was declared for the vessel NYK Delphinus after encountering a fire incident.

We continue to remind customers to post General Average Security and the necessary documents to ensure the cargo's release.

Unfortunately, no further information available regarding the status of the containers/cargo from the last update. We continue to follow up with relevant stakeholders for any further development and we will share once more information is made available.

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.