

August 13, 2021

Dear Valued ONE Customer,

**AL5: Customer Advisory - NYK Delphinus 0086W/E**

Further to our Customer Advisory dated August 4, 2021, General Average was declared for the vessel NYK Delphinus after encountering a fire incident. The discharge operations for the cargo and containers onboard the vessel have commenced at Oakland on August 11, 2021.

Oakland imports with General Average Security posted can be released to customers by early next week, on or around August 16, 2021. It is to note that the discharged cargo with General Average Security posted will be in a temporary holding area until it can be shifted to the delivery area. Please follow the usual processes for confirming release status, securing an appointment and checking container availability with the terminal before proceeding pickup arrangement of these units.

For transshipment cargo, shipment with General Average security posted are planned to be connected to earliest available service as priority while shipment without security posted to be connected on subsequent available services.

As advised, discharged containers can only be released at destination after the General Average Security is submitted and confirmed by the General Average Adjuster.

**Customers are required to take immediate action** to post General Average Security and the necessary documents to ensure timely cargo release without unnecessary delays.

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