

September 1, 2021

Dear Valued ONE Customer,

AL5: Customer Advisory - NYK Delphinus 0086W/E

Further to our Customer Advisory dated August 13, 2021 the discharge operations for the cargo and containers onboard the vessel was completed at Oakland. As advised, discharged containers can only be released at destination after the General Average Security is submitted and confirmed by the General Average Adjuster.

For Oakland imports –

It is to note that some of the discharged cargo with General Average Security posted may still be in a temporary holding area before 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 Latin and Europe imports –

Shipments with General Average security posted have commenced loading out of Oakland on the earliest available connecting service to the Place of Delivery. Please also 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.

Shipments without security posted have also commenced loading on available connecting services and will be stored at the next available transshipment hub until General Average Security is posted. General Average for NYK Delphinus was declared on May 27, 2021 and ample time has been provided to customers to provide all necessary information and post General Average security. Henceforth, it is to note that all the storage costs incurred at the transshipment hub and the destination will be charged under the customers' account. To avoid such costs, **customers are strongly requested to take immediate action** to post General Average Security and the necessary documents to ensure timely cargo release without unnecessary delays.

Should you have any other questions or concerns, please contact your sales account representative for additional information.

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.