

January 13, 2022

Dear Valued ONE Customer,

**EC4: MV Madrid Bridge 016E/W**

As per Customer Advisory dated January 10, 2022, MV Madrid Bridge, serving in our East Coast 4 (EC4) Service, suffered container collapse in the North Atlantic Ocean during transit to her next port of call in New York, USA.

Based on initial investigations, it is estimated that approximately 60 units were overboard, and 80 units were damage. The numbers may be updated after further investigations.

The vessel is currently proceeding towards the East Coast of the United States and, if all goes well, will be calling in Charleston, for a detailed assessment of the vessel condition and to discharge the affected containers.

We will keep you updated on the progress and vessel's schedule when more information is available.

We regret the inconvenience caused and thank you for your understanding in this regard. Should you have any questions or concerns, please contact your sales account representative for additional information.

Sincerely,  
Ocean Network Express Pte. Ltd.

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