

January 28, 2022

Dear Valued ONE Customer,

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

As per Customer Advisory dated January 19, 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.

The vessel has safely arrived and berthed in Charleston as planned. After completing the necessary vessel inspections and cargo discharging operations, the vessel is expected to depart Charleston on or around January 31, 2022, without guarantee and subject to change.

For schedule arrangement, please find Madrid Bridge's updated port rotation after calling Charleston, without guarantee and subject to change:

Port	ETA	ETB	ETD	Cargo Arrangement
Charleston	19 Jan 2022	24 Jan 2022	31 Jan 2022	For Discharging only
Savannah	31 Jan 2022	1 Feb 2022	3 Feb 2022	For Discharging only
Norfolk	5 Feb 2022	5 Feb 2022	6 Feb 2022	For Discharging only
New York	7 Feb 2022	9 Feb 2022	12 Feb 2022	For Loading and Discharging
Singapore	8 Mar 2022	8 Mar 2022	10 Mar 2022	For Loading and Discharging

We regret the inconvenience caused and thank you for your understanding in this regard. Should you have any further questions or concerns, please contact Import Customer Service via [Live Chat](#) or 844-413-6029 option 2.

Sincerely,  
Ocean Network Express Pte. Ltd.

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