

January 31, 2022

Dear Valued ONE Customer,

EC4: MV Madrid Bridge 016E/W

As per Customer Advisory dated January 28, 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.

Please be informed that the vessel has completed cargo discharging operations at Charleston as planned. After proceeding with the necessary repair and inspection, the vessel is expected to depart Charleston on or around February 2, 2022, without guarantee and subject to change, and continue her voyage to Savannah.

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.
