

May 20th, 2019

Dear Valued ONE Customer,

EC5/ Fire onboard Yantian Express

Further to our Customer Advisory dated May 10, 2019 we would like to keep you aware of updated development on the MV “Yantian Express” incident as noted below:

- The Yantian Express departed Freeport on May 15th @ 18:00
- The Yantian Express ETA to Halifax is the evening of May 20th, with discharge operations expected to begin the morning of May 21st,
- Due to the complexity of the discharge operations in Halifax, it is expected that this alone, could take up to 2 weeks. Therefore, the focus of the operations in Halifax will be to expedite the delivery of cargo.
- For those customers who have arranged Salvage and General Average security, cargo will be delivered in the usual way under the relevant contract of carriage.
- ONE is working with relevant parties to arrange for the on-carriage of containers to the destination beyond Halifax port. We will notify customers individually, as this information becomes available, in the form of an Arrival Notice.
- We kindly remind you of the need to take care of timely customs filing for your import cargo, as necessary.
- PLEASE NOTE: Any containers still without Salvage and General Average Security posted, will not be permitted to move beyond Halifax. Cargo interests are fully responsible and liable for all costs and charges associated with their cargo, **such as Freight, Demurrage, General Average Security, and Salvage Security**

ONE North America has set-up a dedicated phone queue to answer questions about cargo on the Yantian Express. 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 3 for information on the Yantian Express.

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.