

February 7, 2022

Dear Valued ONE Customer,

EC4: MV Madrid Bridge 016E/W

As per Customer Advisory dated January 31, 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 safely departed Charleston on February 2, 2022. The vessel has also just completed Savannah berthing and currently continuing with her voyage to Norfolk as planned.

Regarding affected cargo containers, Customers will be individually contacted for appropriate cargo arrangement.

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.
