Ocean Network Express Pte. Ltd.
7 Straits View
#16-01 Marina One East Tower
Singapore 018936
Co. Reg. No. 201708450C

July 30, 2021

Dear Valued ONE Customer,

AL5: Customer Advisory - NYK Delphinus 0086W/E

Further to our Customer Advisory dated July 23, 2021, General Average was declared for the vessel NYK Delphinus after encountering a fire incident.

Based on latest updates, we plan to commence discharge operations at Oakland for the cargo and containers onboard the vessel. The target date is August 9, 2021, subject to final confirmation and change. Please be reminded that the discharged containers can only be released after the General Average Security is submitted and confirmed by the General Average Adjuster.

Customers are required to take immediate action to post General Average Security and the necessary documents to ensure timely cargo release without unnecessary delays. Currently, there is still significant number of containers waiting for the General Average Security submission.

Customers are advised to contact Blue Seas Adjusters Ltd only for inquiries specific to the General Average process. Email: ***claims@blueseasadjusters.com***

ONE North America has set-up a dedicated phone queue to answer questions about ONE cargo on NYK Delphinus, specifically for ONE customers only. 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 4 for information on the NYK Delphinus.

Sincerely,
Ocean Network Express Pte. Ltd.

For the avoidance of doubt, this Customer Advisory has been provided without prejudice and for informational purposes only, non-conclusive and subject to change.