

30 March 2020

Customer Advisory
COVID-19 Pandemic Readiness

Dear Valued Customers,

The World Health Organization (WHO) declared the Corona Virus (COVID-19) outbreak a pandemic on 11th March 2020. Ocean Network Express (ONE) is committed to weather through this crisis together with our valued customers in these times of uncertainty and disruption.

We recognize that we may not be able to go about our day-to-day business in the usual way. However, this will not stop us from meeting your shipping needs. We will like to share with you following steps that have been taken to ensure that every reasonable and foreseeable circumstance is adequately considered for continuity of our business.

1. Communications:

You may continue to be in touch with your regular salesperson-in-charge of your account for both exports and imports. However, should you require assistance:

Sales team email: "MM.SLS.SALES" MM.SLS.SALES@one-line.com

2. Documentation and Manifest

We request our valued customers adhere to documentation cut-off times as directed by our documentation persons-in-charge. This is to ensure timely completion of Bills of Lading, and compliance with manifest submission requirements. Should you require assistance, please do not hesitate to reach out to our documentation team.

Export Doc email: "MM.DOC.EXPORT" MM.DOC.EXPORT@one-line.com

mm Offshore EXP mm.ofs.exp@one-line.com

mm Offshore SI mm.ofs.si@one-line.com

Tel: +95 9 253823842

3. Bills of Lading (Export)

We encourage the use of sea waybills as far as possible. However, if you wish to know more, please feel free to speak to our documentation customer service officers:

Yarzarwin Tun yarzarwin.tun@one-line.com

Tel: +95 9264011135

4. Import

Notice of Arrival and Invoice will be provided, prior to your shipments arriving at the port of discharge. Please ensure that your shipper provides us with correct and accurate notify party information. If documents were not received, please run a check with your local ONE branch or via our live chat services, where available.

Timely payments and surrender of original Bills of Lading in exchange for Delivery Order or Electronic Delivery Order are highly encouraged and will ensure minimal disruptions to your valued shipments and supply chain.

Import Doc email: "MM.DOC.IMPORT" MM.DOC.IMPORT@one-line.com

Tel: +95 9253823769

5. Container changes or depot difficulties

We encourage our customers to work with our operation team as usual ctc list. Your co-operation and timely arrangements will be highly appreciated, in case of emergency please contact to below.

Operation email: "MM.CF.MNC" mm.cf.mnc@one-line.com

Tel: +95 9264011125

+95 9 429171250

+95 9 09450037564

+95 9 253823689

6. Payments for charges and deposits

We encourage our customers to work with internet banking to facilitate contactless payment transactions. Your co-operation and timely arrangements will ensure minimal disruptions to shipment deliveries. The Bank detail are as usual and if you need our bank details again, please contact to below email:

Finance email: "MM.ACC.FINANCE" mm.acc.finance@one-line.com

Tel: +95 9 446251440

+95 9 429171257, +95 9 408224738, +95 9 429171254

7. If you should have further questions on this advisory, please feel free to reach us as:

Mrs. PhyuThinzar Aung phyuthinzar.aung@one-line.com

Tel: +95 9 421019746, +95 9 400790521

Ms. TheinThein Myint theinthein.myint@one-line.com

Tel: +95 9 253823716

Once again, we seek your utmost co-operation to ensure that we continue meeting your shipping needs with little to minimal disruption during these trying times. We trust you will also continue to stay well and safe as much as we are also doing at ONE in our respective communities. Remember: ONE DELIVERS YOUR EVERYDAY!

Yours truly,

Ocean Network Express Pte Ltd
c/o ONE Ocean Network Express (Myanmar) Ltd