

18 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: AE.SALES@one-line.com

Telephone:

Vijay Inje: +971 54 5810 271

Latheesh Lesly: +971 54 5810 657

Adarsh Ravi: +971 50 1001 531

Annie Diana: +971 4 3075800 – EXTN: 834

Nimith Dsouza: +971 4 3075800 – EXTN: 836

Customer Service Team:–

Email: AE.CSVC@one-line.com

Telephone: +971 4 3075888

Export Doc Team:–

Email - ae.docs@one-line.com

Telephone: +971 4 3075888

Import Doc Team:–

email - ae.impcsvc@one-line.com; ae.importdo@one-line.com

Telephone: +971 4 3075888

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 Team:–

Email: ae.docs@one-line.com

Telephone: +971 4 3075888

3. Bills of Lading (Export)

We encourage the use of sea waybills as far as possible. However, if your transaction requires a Bill of Lading, following options with minimal contact are available:

Electronic Bills of Lading

Surrender Bills of Lading (SI instructions)

If you wish to know more, please feel free to speak to our documentation customer service officer:

Prashanth Sai – Telephone: +971 4 3075800 EXTN - 852

Email id: prashanth.sai@one-line.com

4. Remote Office

Our Business Continuity Plan (BCP) may include a remote office set-up (with minimal staffing) in certain countries or locations to enable handling of documents and payments with a view to minimize human contact. You will be able to continue with collection of original Bills of Lading or presentation of original Bills of Lading in exchange for Delivery Orders and payments. We recommend that you check that documents are in good order, and consider cashless modes of payment at this time.

5. Import

Notice of Arrival and Invoice will be provided (for locally-domiciled notify party at the country of delivery) 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 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.

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. Our bank details are as follows:

Bank Name: HSBC Bank Middle East Limited
Bank Address: Bur Dubai Branch, P O Box 66, Dubai, U.A.E
SWIFT Code: BBME AEAD
Beneficiary Name: OCEAN NETWORK EXPRESS L.L.C
Beneficiary Account Number: 022656235001
IBAN Number: AE480200000022656235001
Account Currency: AED
Account Type: Current Account

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

Name of Person: Prashanth Sai / Samir Sudarshan
Contact Number: +971 4 3075800 EXTN – 852 / +971 4 3075800 EXTN - 851

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 L.L.C

P J Ng