



Urgent reminder in connection with NYK Delphinus 0086W/E

Dear ,

With reference to the news published on **June 18, 2021**, and our latest reminder on [August 4, 2021](#) concerning the fire on board vessel NYK Delphinus 0086W/E in the AL5 Service (AL5), please be reminded that a General Average was declared.

The discharge operations in Oakland for the cargo and containers on board the vessel started on August 11, 2021. We would like to update you on the procedure for import and transshipment cargo.

Oakland imports: The Oakland import cargo that has had a General Average Security posted can be released during the week starting on August 16, 2021. This cargo will be placed in a temporary holding area until it can be shifted to the delivery area. We would like to request you to follow the usual process for confirming the release status by securing an appointment and checking the container availability with the terminal before proceeding to pickup these units.

Transshipment cargo: The transshipment cargo that has had a General Average Security posted is planned to be connected as priority to the earliest available service. The cargo without a General Average Security will be connected on subsequent available vessels.

Please be advised that the containers cannot be released even after discharge from the vessel unless the General Average Security has been submitted and confirmed by the General Average Adjuster. **Please ensure to take immediate action to avoid unnecessary delays for the cargo release.**

In case the submission has not been done yet, please note that the appointed adjusters, Blue Seas Adjusters Ltd on behalf of the shipowners, have issued the list of documents that must

be provided by all cargo receivers to prepare for cargo release and discharge. Please refer to our news published on **May 28, 2021** for a detailed list and explanation of the requirements.

If you require further information concerning the General Average, please find below the contact details for Blue Seas Adjusters Ltd: claims@blueseasadjusters.com

If you should require specific information concerning cargo queries not covered in the General Average topic, please contact our customer service teams at your nearest Hapag-Lloyd **office**.

If you have any questions or comments, please contact your local [Hapag-Lloyd office](#).

Best regards,



Niklas

from our Customer Communication
team

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