

July 16, 2021

Dear Valued ONE Customer,

AL5: Customer Advisory - NYK Delphinus 0086W/E

Further to our Customer Advisory dated July 9, 2021, General Average was declared for the vessel NYK Delphinus after encountering a fire incident.

Regarding the status of the containers/cargo, we continue to follow up with relevant stakeholders for any further development and we will share once more information is made available.

On the other hand, it is noted certain number of containers are still waiting for the General Average Security submission. Customers are encouraged to take immediate action to post General Average Security and the necessary documents to ensure timely cargo release without unnecessary delays. Please be reminded that the containers cannot be released even after discharge from the vessel unless General Average Security is submitted and confirmed by the General Average Adjuster.

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