

June 2, 2021

Dear Valued ONE Customer,**General Average declared for NYK Delphinus 0086W/E**

Further to our Customer Advisory dated May 28, 2021, General Average has been declared by the Owners of the vessel NYK Delphinus 0086W/E in the AL5 service string, after encountering a fire incident prior her arrival in Oakland, CA.

In conjunction with the declaration of General Average, the Owners have appointed OCEANA Marine Claims & Adjusting and Marine Adjusting Solutions Inc as the Average Adjusters. As advised, Blue Seas Adjusters Ltd will be the party to arrange for the collection of the necessary General Average security from Cargo interests.

The vessel and her containers/cargo remain onboard at Oakland, CA. The Owners are working with the U.S. Authorities on this, and we shall advise when we know further on the situation.

In the meantime, Blue Seas Adjusters Ltd will be guiding you through the General Average security process; They will be collecting security for all cargo and containers on board the vessel. Note: there is no collection of salvage security.

General Average security consists of the following documents to be collected, which you can find in the attachments of this advisory:

1. NYK DELPHINUS Average Bond

To be completed, signed, dated and company stamp applied by the receivers/owners of the cargo.

2. NYK DELPHINUS General Average Guarantee

To be completed by the cargo insurers; again, the document should again be signed, dated and company stamp applied.

The completed documents should be scanned and sent to Blue Seas Adjusters Ltd for Shipowners' approval, together with:

- Copies of relevant Bill(s) of Lading (both front and reverse side of B/L)
- Copies of commercial and freight invoices so that cargo value may be established
- Contact details of cargo insurers, so appointed Adjusters can liaise with them direct – this is usual in instances of General Average

Please ensure that the Bill(s) of Lading and Container Nos. are referenced in all correspondence to us.

Should the cargo not be insured, please directly contact Blue Seas Adjusters Ltd and they will be able to guide you accordingly.

Provision of acceptable General Average security is a necessary requirement to ensure cargo's release at destination.

Pls find the contact details of Blue Seas Adjusters Ltd as follows:

Contact: Michele Haspineall/ Paul Bown

Address:

Unit 1 Orangery Studios

21 Orangery Lane

LONDON SE9 1HN

Tel: 00 44 20 7481 3335

Fax: 00 44 20 7691 7433

Email: claims@blueseasadjusters.com

You may also find Average Bond and General Average Guarantee documents as well as more information on the following website: <http://www.blueseasadjusters.com/index.php>

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.