

## 中欧班列（长安号）重要通知

尊敬的客户：

伴随俄乌冲突事态不断升级，我司最近接到部分客户咨询关于中欧班列未来的发运情况以及应对措施，同时对未来途径俄罗斯的班列发运表示担忧。首先感谢广大客户对中欧班列（长安号）运营的关心，中欧班列（长安号）一直以来将维护客户的利益和保障客户的安全发运放在首位，本着对客户负责的原则，现将相关情况统一回复如下：

一、已发运在途班列如因俄乌冲突或制裁等原因导致沿途滞留或无法继续运输，我司已与境外承运人协商制定转运方案，产生的相关费用由我司承担。

二、我司将每日在微信公众号（中欧班列长安号/ITLGchangan）公布所有在途班列的运行情况及状态，对于可能会受到俄乌冲突影响的班列提前进行公告，并将转运方案进行公告。

三、为进一步保障货物运输安全，我司已与保险公司联系，2022年3月1日开始增加战争保险，投保费用由我司承担。客户按我司要求提供相关信息即可（相关投保流程我司另行通知）。

四、我司正在积极制定新的运输方案，全力保障客户的安全发运。

西安国际陆港多式联运有限公司

2022年3月1日

### 西安国际陆港多式联运有限公司

地址：西安国际港务区港务大道88号通关服务中心5楼  
订舱平台：www.xaport.net  
西安港咨询平台：965000  
邮编：710026

Xi'an International Inland Port Multimodal Transportation Co., Ltd.

ADD: No.88, Gangwu Avenue Xi'an International Trade & Logistics Park, Xi'an, 710026 P.R. CHINA  
Booking Platform: www.xaport.net  
Hotline Counseling: 965000

此通知仅限于我司合作客户、供应商、代理等内部传阅，严禁转载及用于其他商业用途等行为。

## Important Notification for China Europe Express (Changan)

Dear valued customer:

As the conflict between Russia and Ukraine continues to escalate, our company has recently received inquiries from some customers about the future shipment situation of China-Europe freight train and countermeasures, and expressed concerns about the future shipment of freight train through Russia. First of all, we would like to thank our customers for their care and concern about the operation of China Europe Express (Changan). China Europe Express (Changan) has always given top priority to safeguarding the interests of customers and ensuring their safe delivery. In line with the principle of being responsible to our customers, we hereby reply the relevant information as follows:

1. If the freight trains on the way are delayed or unable to continue transportation due to conflicts between Russia and Ukraine or sanctions, our company has negotiated with the overseas carriers to formulate transshipment plans, and the related expenses incurred will be paid by our company.

2. Our company will publish the operation and status of all in-transit trains on our Wechat official account (China-Europe Express Changan / ITLGchangan) every day. For trains that may be affected by the conflict between Russia and Ukraine, we will make an announcement in advance, as well as the transshipment plan.

3. In order to further guarantee the safety of cargo transportation, our company has contacted the insurance company, and the war insurance will be added from March 1st, 2022. Insurance cost will be paid by our company. Customers only need to provide relevant information as required by our company (we will inform relevant procedures of applying insurance separately).

4. Our company is actively developing new transportation plans, in order to ensure the safety of delivery.

Xi'an International Port Multimodal Transportation Co., Ltd.

1st, Mar, 2022

**西安国际陆港多式联运有限公司**

地址：西安国际港务区港务大道88号通关服务中心5楼

订舱平台：www.xaport.net

西安港咨询平台：965000

邮编：710026

**Xi'an International Inland Port Multimodal Transportation Co., Ltd.**

ADD : No.88,Gangwu Avenue Xi'an International

Trade&Logistics Park,Xi'an,710026 P.R.CHINA

Booking Platform:www.xaport.net

Hotline Counseling:965000