

April 20, 2020

## **Customer advisory on payment to ONE**

Dear Valued Customer,

Thank you for your continued support to ONE.

We would like to seek your cooperation to facilitate seamless transaction internet banking or cheque payment. With immediate effect, kindly provide the following details to avoid unnecessary delay in BL/Cargo release.

- 1) Internet banking (Bank Transfer, Giro), kindly indicate your shipment details (BL number E.g. ONEYXXXXXXXXXXXX) on the remittance slip and check that the details are clearly reflected in our bank statement accordingly.
- 2) Quick Cheque Deposit, kindly email to [sg.accounts.ar@one-line.com](mailto:sg.accounts.ar@one-line.com) with the following detailed information
  - i) BL Number (E.g. ONEYXXXXXXXXXXXX)
  - ii) Customer Name
  - iii) Amount
  - iv) Value Date
  - v) Cheque Number

Please note that a charge of SGD50 is applicable for every search conducted by carrier with the bank for missing shipment details.

Should you have any other matters, you may contact your ONE representative via their respective email addresses.

We would like to take this opportunity to thank you for your business with ONE and look forward to continuously serving your global transportation needs.

Thank you.

*Yours sincerely,*

Ocean Network Express (Singapore) Pte Ltd

