

6 April 2020

Customer Advisory

COVID-19 Pandemic Readiness

Dear Valued Customers,

Further to our previous advisory dated 18 March 2020, the Singapore Government has since announced last week with enhanced measures to restrict all Non-Essential Services from 7 April to 4 May 2020.

As Shipping is considered part of essential services, we are pleased to inform that Ocean Network Express (ONE) will continue to operate as usual during this period. In line with the Singapore Government's call to work from home and as a socially responsible company, ONE staff will largely be telecommuting with only key skeletal staff working the office. You can still reach your current ONE contact through email, phone (Dialpad) or even google hangout.

Despite the challenging environment ONE would like to assure you that we will endeavour to continue to deliver the service that you have come to expect of us. In the event of any service that falls short of your expectation we hope to seek your kind patience and understanding.

We are in this together and we will walk through with you during this difficult period. We wish to provide an updated contact list for you during this period

1. Communications:

You may continue to be in touch with your regular salesperson-in-charge of your account for both exports and imports. However, should you require assistance, please reach out to the following contacts:

DEPARTMENT	E-MAIL ADDRESS	PHONE NUMBER	AREA OF RESPONSIBILITY
Sales	sg.expsales@one-line.com	9023 7460	All Export
Sales	sg.impsales@one-line.com	9247 0535	All Import
Booking Team 1 Team Manager	SG.CSBKG1@ONE-LINE.COM nora.taman@one-line.com	9821 9353 6817 5534	America/Africa/Europe/ Mediterranean/Middle East/Japan/Oceania
Booking Team 2 Team Manager	SG.CSBKG2@ONE-LINE.COM songkeng.lim@one-line.com	8299 4645 6817 9328	Asia (except Japan)
After office contact (Export Booking)	-	9666 3548	Booking & Port-net related matters
After office contact (Import)	-	9677 5214	All Import and Delivery Order-related matters
Equipment Control	SG.EQC@ONE-LINE.COM	9660 7280/ 97527287/ 98195996	All matters relating to containers/equipment/ depot operations

2. Documentation and Manifest

We request our valued customers adhere to documentation cut-off times as directed by our documentation persons-in-charge. This is to ensure timely completion of Bills of Lading, and compliance with manifest submission requirements. Should you require assistance, please do not hesitate to reach out to our documentation team.

DEPARTMENT	E-MAIL ADDRESS	PHONE NUMBER	AREA OF RESPONSIBILITY
Export Doc Team 1 Team Manager	SG.CSEXPDOC1@ONE-LINE.COM jasbir.kaur@one-line.com	9620 6513 6817 5524	America/Africa/Europe/ Mediterranean/Middle East/Japan/Oceania
Export Doc Team 2 Team Manager	SG.CSEXPDOC2@ONE-LINE.COM alice.cher@one-line.com	9119 7465 6817 5535	Asia (except Japan)
Submission of SI	SG.OFS.SI@ONE-LINE.COM		All Regions

3. Bills of Lading (Export)

We encourage the use of sea waybills as far as possible. However, if your transaction requires a Bill of Lading, following options with minimal contact are available:

Electronic Bills of Lading

Surrender Bills of Lading

If you wish to know more, please feel free to reach out to our Export Documentation Officers listed above or our Team Leaders as follows:

DEPARTMENT	E-MAIL ADDRESS	PHONE NUMBER
Team 1 Lead	jasbir.kaur@one-line.com	6817 5524
Team 2 Lead	alice.cher@one-line.com	6817 5535

4. Remote Office

In the event our office is required to be shut down for sanitization and cleaning, our Business Continuity Plan (BCP) includes an alternative office set-up (with minimal staffing) that is located within 3 mins walk away from current location. This will ensure that collection of original Bills of Lading or presentation of original Bills of Lading in exchange for Delivery Orders and payments will not be disrupted. We recommend that you check that documents are in good order and consider cashless modes of payment at this time.

In such situation, arrangements will be made to direct you or your dispatch services to the alternative office for counter and payment related matters.

5. Import

Notice of Arrival and Invoice will be provided (for local-domiciled notify party at the country of delivery) prior to your shipments arriving at the port of discharge. Please ensure that your shipper provides us with correct and accurate notify party information. If documents were not received, please run a check with your local ONE branch or via our live chat services, where available.

Timely payments and surrender of original Bills of Lading in exchange for Delivery Order or Electronic Delivery Order are highly encouraged and will ensure minimal disruptions to your valued shipments and supply chain. Should you require assistance, please do not hesitate to reach out to our documentation team.

DEPARTMENT	E-MAIL ADDRESS	PHONE NUMBER	AREA OF RESPONSIBILITY
Import Doc	SG.CSIMPDOC@ONE-LINE.COM	9065 9995	All Regions
Team manager	sharon.liout@one-line.com	6817 4463	

Live Chat for import matters is also available at <https://sg.one-line.com/>

6. Freight Payment and/or BL Issuance for Cross-Trade

Should you require assistance in Cross-Trade shipments that includes Freight Payment and/or BL Issuance, please reach out to:

DEPARTMENT	E-MAIL ADDRESS	PHONE NUMBER	AREA OF RESPONSIBILITY
Multi-Trade Doc	SG.CSMTT@ONE-LINE.COM	6817 2298	All Regions
Team Manager	corrie.teo@one-line.com		

7. Payments for charges and deposits

We encourage our customers to work with internet banking to facilitate contactless payment transactions. Your co-operation and timely arrangements will ensure minimal disruptions to shipment deliveries. Our bank details are as follows:

OCEAN NETWORK BANK DETAILS

1) SGD Account (For Cheque Payment/Bank Transfer):

Beneficiary Name: Ocean Network Express Pte Ltd

Bank: The Hongkong and Shanghai Banking Corporation Limited

Branch: Singapore

Swift: HSBCSGSG

Bank Address: HSBC Building Level 14 21 Collyer Quay, 049320, Singapore

Account Number: 052456159002

Account Type: Current

2) USD Payment : (For Bank Transfer):

Beneficiary Name: Ocean Network Express Pte Ltd
Bank: HSBC Bank USA, N.A.
Branch: New York
Swift: MRMDUS33
Bank Address: 452 Fifth Avenue, New York, NY 10018
Account Number: 000274593
Account Type: WDA (Wholesale Deposit Account)

**** Please note both remittance application and intermediary bank charges (if any) will be for the account of payers.**

3) USD Payment : (For Cheque Payment):

Beneficiary Name: Ocean Network Express Pte Ltd
Bank: The Hongkong and Shanghai Banking Corporation Limited
Branch: Singapore
Swift: HSBCSGSG
Bank Address: HSBC Building Level 14 21 Collyer Quay, 049320, Singapore
Account Number: 260004817179
Account Type: Current

4) For quick cheque deposit :

This method is not highly recommended as bank's clearance takes up to 2 working days. Please consider using other payment methods mentioned above. If you wish to arrange for quick cheque deposit, the following **MUST BE** sent to sg.accounts.ar@one-line.com to ensure the monies received are credited to the correct shipment expeditiously :

- i) BL Number (Eg : ONEYXXXXXXXXX)
- ii) Customer Name
- iii) Amount
- iv) Value Date
- v) Cheque Number

8. If you should have further questions on this advisory, please feel free to reach us as at:

PERSON IN CHARGE	E-MAIL ADDRESS	PHONE NUMBER
Ivan Ho	ivan.ho@one-line.com	9247 0544 6817 4461
Zebrina Kelli Wu	zebrina.wu@one-line.com	6817 7200

Once again, we seek your utmost co-operation to ensure that we continue meeting your shipping needs with little to minimal disruption during these trying times. We trust you will also continue to stay well and safe as much as we are also doing at ONE in our respective communities. Remember: ONE DELIVERS YOUR EVERYDAY!

Yours truly,

Ocean Network Express Pte Ltd
c/o Ocean Network Express [Singapore]
Goh Geok Teck
Managing Director