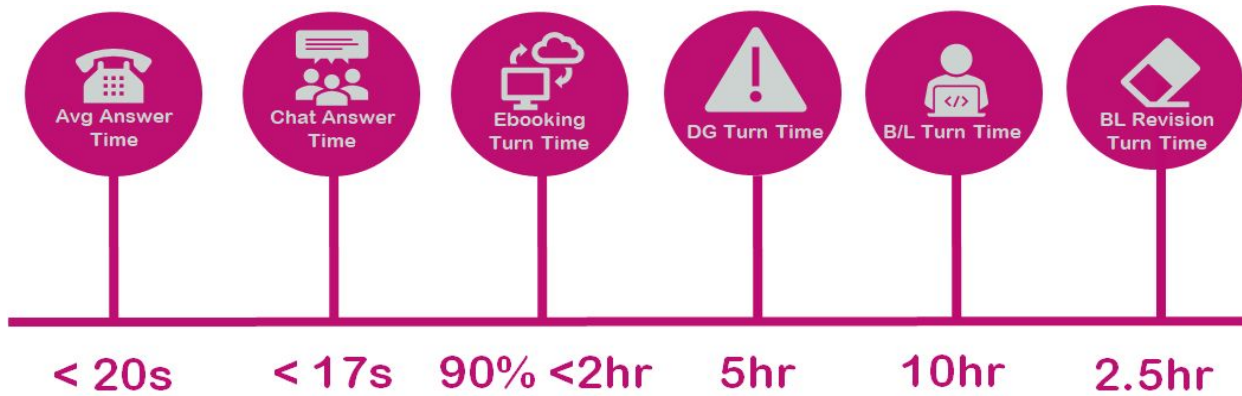


April 8th, 2020

Customer Service Update: COVID-19

Dear Valued Customers,

During these challenging and uncertain times, Ocean Network Express (North America) Inc., wants to assure our customers that our Service Center Teams, both in North America and around the world, are fully operational and performing to meet your business needs. Our teams are actively answering your phone inquiries, responding to Live Chat, and processing your eBooking requests. In addition, our DG processing, Bill of Lading input and all other Documentation functions are responding fluidly. Here's a snapshot of our current average response times so you can be confident we're here supporting your business every day.



We appreciate your business and thank you for choosing ONE!

Sincerely,

Ocean Network Express (North America) Inc.
