

Dear customers,

On September 4, typhoon Feiyan landed in Kobe, Japan, and directly hit the Kansai, causing severely natural disasters in Osaka, Kobe and Nagoya ports. Most containers and cargo were damaged. This event belongs to the force majeure. SINOLINES are actively dealing with this matter and monitoring the development of the event. So far, the affected ports have opened to normal operations one by one.

In order to cope with this event effectively, for the east bound cargo at the ports please take delivery your cargo as soon as possible, inform your insurers the damage and arrange the surveys.

For the west bound cargo, please load and ship your cargo if damage is not serious and the local situation permits. For the cargo which has not yet been loaded and shipped due to serious damage, SINOLINES will do the corresponding assistance if you arrange a shutout in order to return cargo. Meanwhile, you may arrange insurance inspections by yourselves.

SINOLINES will continue to focus on the progress of the event. The relevant departments are also actively dealing with the matters. The customer involved will be informed in due course.

Thanks very much for your continued support.

Yours sincerely,

Sales Dept.

Sinotrans Container Lines Co., Ltd.

SEP 6, 2018