

9 Aug 2021

## **CUSTOMER ADVISORY**

***RE: COUNTER OPENING TIME - Hanoi office***

Dear Valued Customers,

In view of the outbreak of Covid-19 in Hanoi, to comply with Directive no. 16 of the Government and Directive no. 17 of Hanoi People Committee to tighten restriction of personal commuting, we would like to update you our counter opening hours for limited transaction which takes effect from 9 Aug until further notice as below.

### **Work From Home**

All staffs will work from home. Customers could contact us as usual through email and telephone

### **OBL Release at Counter**

Counter will be opened on TUE until further notice

Working time:

Morning: 08:00 AM – 12:00 PM

Afternoon: 13:30 PM – 16:00 PM

### **OBL ONLINE PRINTING**

Pls register OBL printing online as link: <https://vn.one-line.com/standard-page/ibl-vn>

Should you require further information, please do not hesitate to contact:

Pic: Mr. Tran Anh Tuan,

Mob: +84 91 211 5525

Hope all of you would stay safe to overcome this tense situation

Yours sincerely,

Ocean Network Express (Vietnam) Co., Ltd  
Hanoi Branch office