

Aug 25th, 2021**CUSTOMER ADVISORY**

RE: COUNTER CLOSURE - Hochiminh office

Our respected customers and partners,

Regret to inform you that starting from Friday Aug 27, 2021, we will close our counter until we get the business travel certificate issued by local authority as the latest Decree no. 2796 and 2850. We will update further info once available.

We also emphasize the below proposals to allow all of us working from home smoothly without face-to-face transactions at the counters

1. Bills of Lading (Export): We encourage some options

- Use SWB or Surrender bill
- Release OBL at Destination or 3rd office
- OBL self-printing from our web / eBL via WAVE platform if possible

If you wish to know more, please feel free to reach out to our Export Documentation hotline

- Email: vn.sgn.export-release@one-line.com
- Tel: Ms. Van Anh +84 2844581185 and Ms. Thu Minh +84903979578

2. Import Documentation:

Pls inform shipper to convert BL type to SWB, Telex release, eBL via WAVE platform at the utmost. In case of using Original Bill of Lading and having OBL set already, please contact our EDO team for guideline on DO release against LOI:

- Email: VN.SGN.DOC.IM@one-line.com; vn.sgn.edo@one-line.com
- Tel: Ms Tuyền: +84 2844581177/ Mr Trung: +84 2844581180/ Ms Hà: +84 2844581278

3. Import Demurrage & Detention: You can request D&D extension, amendment, expiration by emailing to below with the scan of "THỎA THUẬN MƯỢN CONTAINER - Container borrowing agreement"

- Email: vn.sgn.dnd@one-line.com
- Tel: Ms Kim: +84 2844581151 / Ms Le: +84 2844581298 / Ms Hong: +84 2844581140

4. Container deposit/ Container borrowing agreement:

- Email: VN.SGN.EMPTYRETURN@one-line.com
- Tel: Mr Trung, Mr Tuan: 090 6359682

5. Debit note:

- Email: vn.sgn.debitnote@one-line.com
- Tel: Ms Nhung: 028-4458-1205/Ms Huynh Anh: 028-4458-1206

6. E invoice:

- Email: vn.sgn.invoice@one-line.com
- Tel: Mr Thinh: +84 2844581299

7. Payment

Payments for charges and deposits are recommended to arrange via internet banking to facilitate contactless payment transactions. Your co-operation and timely arrangements will ensure minimal disruptions to shipment deliveries.

For FRT & local charge, please kindly take note HSBC bank details in ONEVN' s E invoice.

- Email: vn.sgn.payment@one-line.com
- Tel: Ms Tuyet Phuong: 028-4458-1202

For D&D deposit and container deposit, our bank account details as follows:

Account number: 100043188300001 (VND)
Bank name: Ngân Hàng TMCP Nam Á- Trung Tâm Kinh Doanh
Bank code: 79306001
Email: dung.nguyenkim@one-line.com
Tel: Ms Dung: 028-4458-1207

If you need the support, please feel free to reach out our hotline:

Mr Tuan Anh: 84-028-4458-1192/ anh.phamtuan@one-line.com
Ms Lan Phuong: 84-028-4458-1193/ phuong.danglan@one-line.com
Ms Thu Nguyen: 84-028-4458-1199/ nguyen.tranthu@one-line.com
Ms Quyen: 84-028-4458-1203/ quyen.lethi@one-line.com

Thank you so much for your attention and cooperation with us all the time

Sincerely yours,
Ocean Network Express (Vietnam) Co., Ltd.