

To : Our Valued Customer

Date : 30th November 2009

SUBJECT: BOOKING CANCELLATION FEE

With reference to the above, we wish to advise you that effective 1st Jan 2010, Orient Overseas Container Line (M) Sdn Bhd will impose a **“Booking Cancellation Fee” of RM110 per booking**, for export booking that is cancelled 72 hours before the intended loading vessel ETA[^].

For any container that has been collected from our depot, additional charges of LOLO* and DET** will be imposed accordingly. Please find below diagram for the charge model:-

	Booking Cancellation			
	More than 72 hours before ETA		Within 72 hours before ETA	
	Container(s) not collect	Container(s) collected	Container(s) not collect	Container(s) collected
Charge Tariff	Nil	LOLO + DET	Booking Cancellation Fee	LOLO + DET + Booking Cancellation Fee

Kindly inform relevant parties and should you have any further enquiry, please contact our customer service at 03-77113333

Thank you for the attention and support.


Best Regards,

Orient Overseas Container Line (M) Sdn Bhd
Customer Service Department

[^] Estimate Time of Arrival
* Lift-On Lift-Off
** Container Detention

Orient Overseas Container Line (Malaysia) Sdn. Bhd. (Co. No. 234972-U)

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