

To: Our Valued Customers

Date: January 6th, 2012

Ref.: PKGCSV201201

Re: Mandatory Field in e-Booking - Rate Agreement/ Contract Number

In our effort to continue to provide an improved service to our customers, we are pleased to inform that OOCL will enforce a booking process where each shipment will be processed through a unique/ specific Rate Agreement/ Contract Number to allow quick booking confirmation via our e-Service. The Rate Agreement/ Contract Number will become mandatory field in each e-Booking.

The objectives of this program are:

1. Speed up overall booking process and confirmation
2. Reduce unnecessary invoice dispute/ inconvenience due to mis-rating
3. Provide mechanism for both customer and OOCL to review rate agreement before shipment
4. Protect our customer's interest by using specific Rate Agreement/ Contract Number as an entity to verify customer information before shipment

Our Sales Associates shall inform you on the specific Rate Agreement (Reference) Number once a rate agreement is created in the system. Service Contract (S/C) number will also be recognized as unique reference number upon booking.

Please input a valid Rate Agreement/ Contract Number in the "Rate Reference Number" in the e-Booking section in "My OOCL Center" available on www.oocl.com

Should you have any further question, please do not hesitate to contact our Customer Service representative.

Thank you for the attention and cooperation.

Customer Service Department