We take it personally

26 March 2020

Dear Valued Customers,

In view of the current situation of the COVID-19 outbreak, we are taking appropriate steps in order to ensure the health and safety of our staff and the continuity of high levels of service to our customers.

Therefore, our office is fully operational during this period with majority of staffs working from home and skeleton staffs working in the office. Meantime, we are closely following the government guideline, both local and national in all jurisdictions to prevent the further spread of COVID-19.

With effective from 27 March 2020, OOCL (Thailand) Ltd.'s office hours will change to Mon-Fri 08.30am to 16.00pm. Customers can contact our service details via www.oocl.com.

Customer Hotline is still operation during the said working time due to partial working from home staffs' team of which possibly to encounter delay in customer responding. Please accept our apology in advance.

Our counter service is operation as normal in releasing Bill of Lading / Delivery Order. To fully provide our service for your efficiency, below please consider our recommendation.

- Bill of Lading status to be arranged under Seaway Bill / Surrender
- Payment term – Company Cheque, Cashier Cheque / e-Banking
- For e-Banking payment, kindly send bank pay-in slip and copy of Withholding Tax to email: otlbp@oocl.com for our receipt process

Our online services @ MyOOCLCenter (MOC) and OOCL Lite is also available for your shipments' management.

We will closely monitor the situation and maintain close communications with our customers. Thus, our operational arrangement is subject to change according to government guideline/health and safety situation.

We wish for our customers' health and safety. We appreciate your patience and cooperation during this pandemic situation.

Sincerely yours,

Orient Overseas Container Line Ltd.
OOCL (Thailand) Ltd. as an agent