

10 April 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 08 April 2020, OOCL (Thailand) Ltd. will only accept payment method via bank remittance. Cheques payment method will not be accepted.

Please send bank pay-in slip/credit advice and copy of Withholding Tax to email: otlbp@oocl.com for our receipt process which shall take 2 business days based upon date of receiving customer email.

Would recommend Bill of Lading status under Seaway Bill / Surrender during this crisis period.

Our counter service is operating hours is from Mon. – Fri. 08.30am to 16.00pm. to releasing Bill of Lading / Delivery Order.

Customer Service Hotline is also operation during the above-mentioned hours where the whole team is presently fully working from home; and there will be delay in customer responding – thus, please accept our apology in advance.

Customers can contact our service details via www.oocl.com.

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

** With Holding Tax for outbound shipment 1%*

** Zero With Holding Tax for inbound shipment*