



NORTH AMERICA CUSTOMER NEWSLETTER

JANUARY 20, 2023

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We take it personally

New product: India Southeast Asia East Coast Service (ISE)

OOCL is pleased to announce a new transpacific loop—India Southeast Asia East Coast (ISE). This provides support for the growing Southeast Asia and India Subcon regions to/from the US East Coast market.

In addition, the ISE provides direct coverage from Laem Chabang and Cai Mep and also provides shuttle services from Mundra, India to the US East Coast.

Port Rotation

EB: Singapore- Laem Chabang- Cai Mep- Mundra- New York- Norfolk- Boston

WB: New York- Norfolk- Boston- Singapore- Laem Chabang- Cai Mep- Mundra

New Product!

India Southeast Asia East Coast Service (ISE)



Product Highlights

Rapid transit from Laem Chabang and Cai Mep to USEC

Fastest transit time from Mundra to USEC in the market

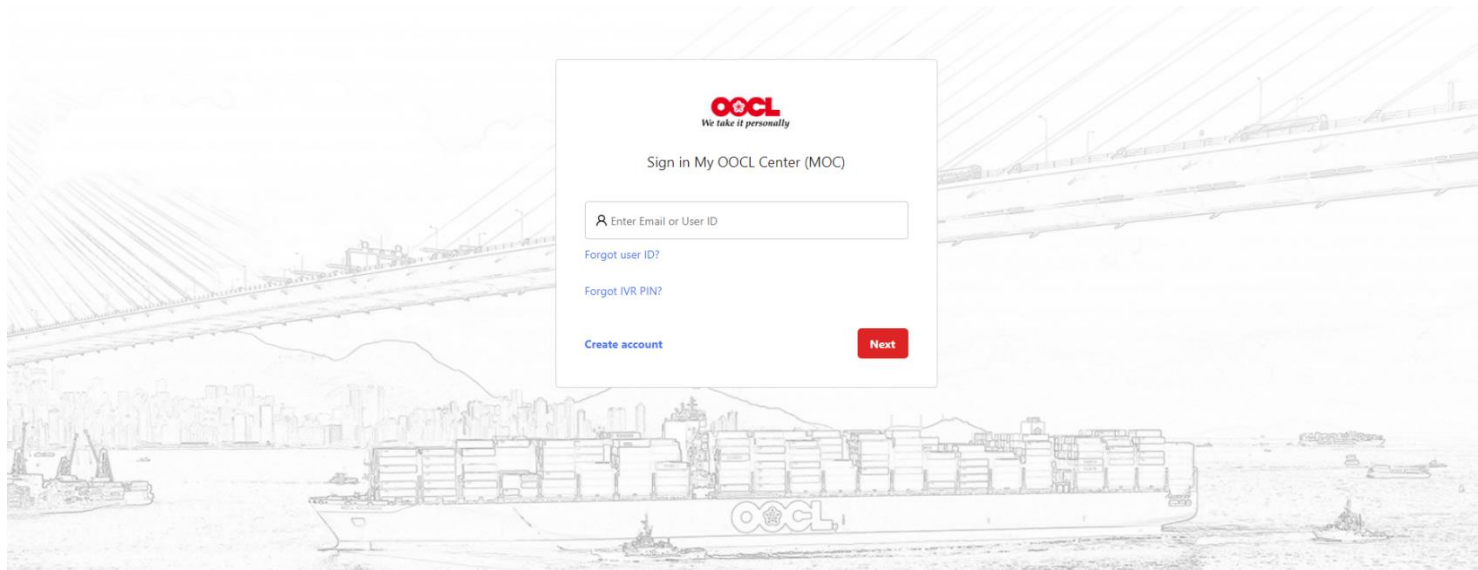
Direct Boston call

Independent service by OOCL and COSCO

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My OOCL Center (MOC) New Login Page

My OOCL Center is starting the year with a fresh new look! Please see below for more information.



WHAT

- The new MOC login page is live with a new aesthetic. Customers should continue to utilize their existing user ID and password to login into your respective account.

WHEN

- This change has been in effect since January 8, 2023.

NEXT STEPS

- The MOC login update is directly correlated with a broader expansion plan for the “OOCL Account.” The OOCL Account will allow digital applications(e.g.: MOC, FreightSmart, etc) to be centralized. The OOCL Account will be launched in phases, and it will require a conversion from an MOC ID to an “OOCL Account,” which will be based on an email address instead of the user ID.

OOCL ACCOUNT

- In the near future, we will be bringing together MOC and other OOCL applications under one OOCL Account, simplifying the way you interact with us. You can find more details about OOCL Account [here](#). The transition to OOCL account will be implemented to all My OOCL Center (MOC) users in phases. Once your account is ready to be upgraded, you will receive a notification when you sign in to MOC. **Until then, please utilize your user ID to login to MOC.**

OOIL included in the FTSE4Good Developed Index



Orient Overseas (International) Limited (HKEX.0316) ("OOIL" or "the group") has been included in the FTSE4Good Index Series.

Created by the global index and data provider FTSE Russell, the FTSE4Good Index Series is designed to measure the performance of companies demonstrating strong Environmental, Social and Governance (ESG) practices.

The FTSE4Good indexes are used by a wide variety of market participants to create and assess responsible investment funds and other products.

OOIL's inclusion in the FTSE4Good Index Series, effective from 19th December 2022, is further recognition of the group's outstanding performance in all aspects of ESG, and follows on from the group's inclusion in the Dow Jones Sustainability Asia/Pacific Index, the Hang Seng Corporate Sustainability Index and the Hang Seng ESG 50 Index.

For more information, please visit our [site](#).

MOC: User ID & password reset



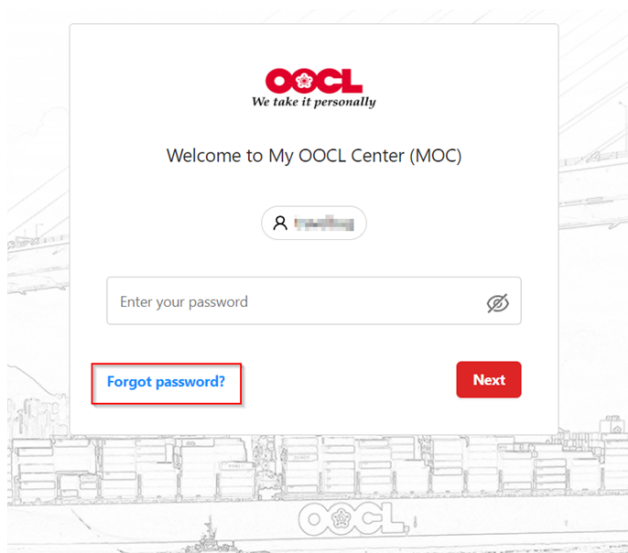
MOC- My OOCL Center



User ID & Password Reset

The new My OOCL Center (MOC) login page currently only accepts your **User ID** to login. If you have forgotten your user ID and/or password the below steps will help you to reset one or both.

- 1 Please go to our My OOCL Center [site](#).
- 2 Enter your **User ID** and click on the “Next” button.
- 3 Click on the hyperlink “Forgot password?”.



- 4 Under the “Forgotten Password” section, add your user id and email address (case sensitive) and then click on the “Request New Password” button OR under “Forgotten User ID” section enter your name and email address if you have forgotten your user ID. You will receive a temporary password via email. For further assistance, contact OOCLECOM@oocl.com.

Forgotten Password	Forgotten User ID
You can retrieve your password by typing in your User ID. * Required.	
User ID: *	English Name: * [First Name] [Last Name]
E-mail Address: *	E-mail Address: *



We take it personally

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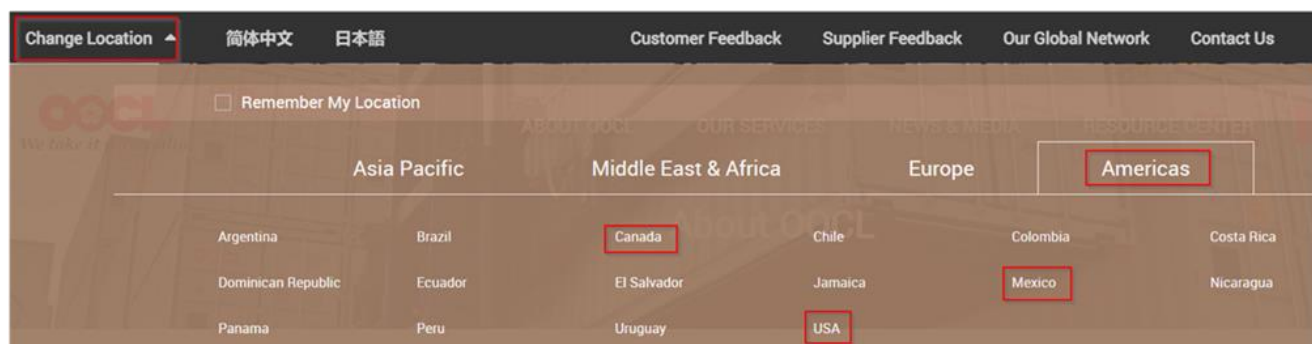
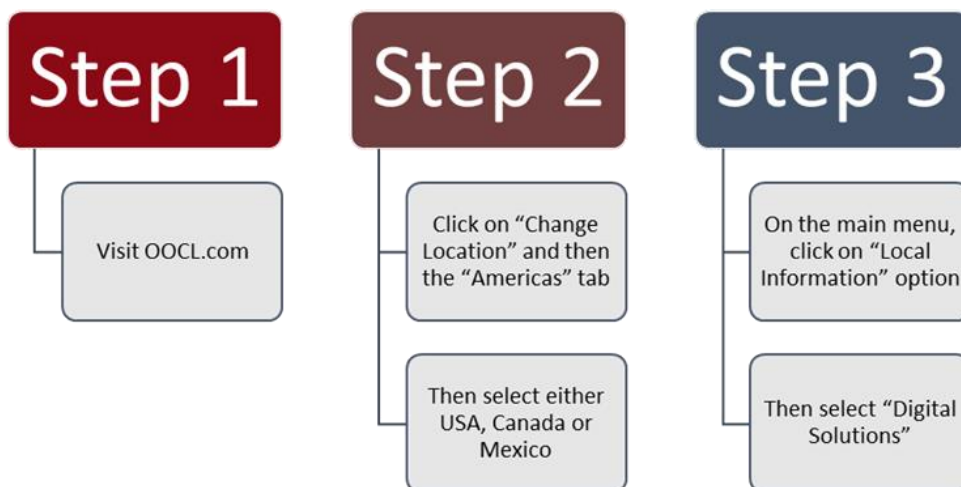
ProTip: Digital solutions page

PROTIP Digital Solutions Page

To provide our customers with OOCL's latest e-commerce tools, we have a dedicated page highlighting all digital solutions for both import and export features. It includes guide, training materials and contact information to our e-commerce department.



Our digital solutions page is available in the US, Canada and Mexico. To access, follow the steps below:



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Happy & Healthy Lunar New Year

OOCL wishes you a happy and healthy Lunar New Year! 2023 is the year of the Water Rabbit, which is a symbol of longevity, peace, and prosperity.

As we set the objectives for the new year, OOCL continues to prioritize customer-focused solutions and quality, as a vital feature of our philosophy.

OOCL is committed to create value to your business needs, and to remain a vital link to world trade.

