

12 January 2024

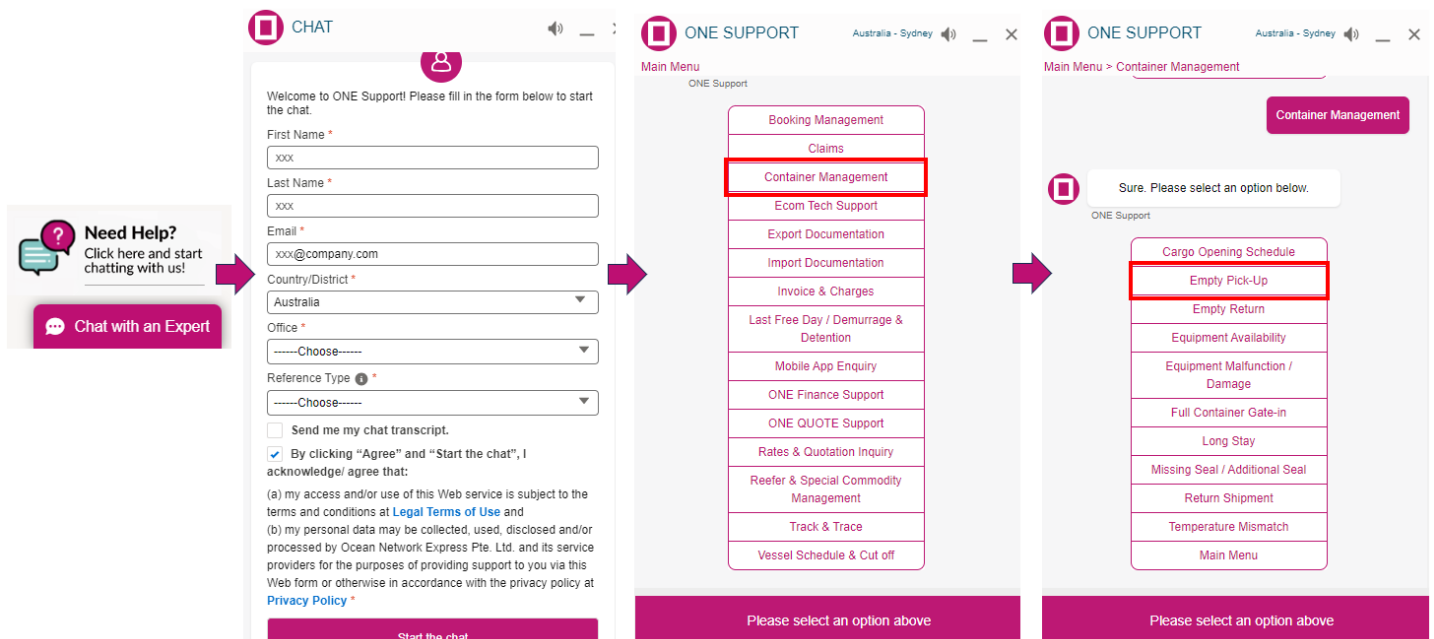
## Container Releases for Australian Export Shipments

Dear Valued Customers,

As we continue to expand and enhance our digital capabilities with the aim of improving service quality, we wish to advise that our Live Chat menu has been extended to include Container Releases for Export shipments, under the 'Container Management' option.

Effective 22<sup>nd</sup> January 2024, all requests for container releases for Australian export shipments via the email channel will be phased out and handled via Live Chat through our website (<https://au.one-line.com/>). Please utilize our Live Chat Container Management option for all Container Releases for Export Shipments from 22<sup>nd</sup> January 2024.

If you have any questions, please do not hesitate to contact your local Ocean Network Express representative.



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