



2nd July, 2009

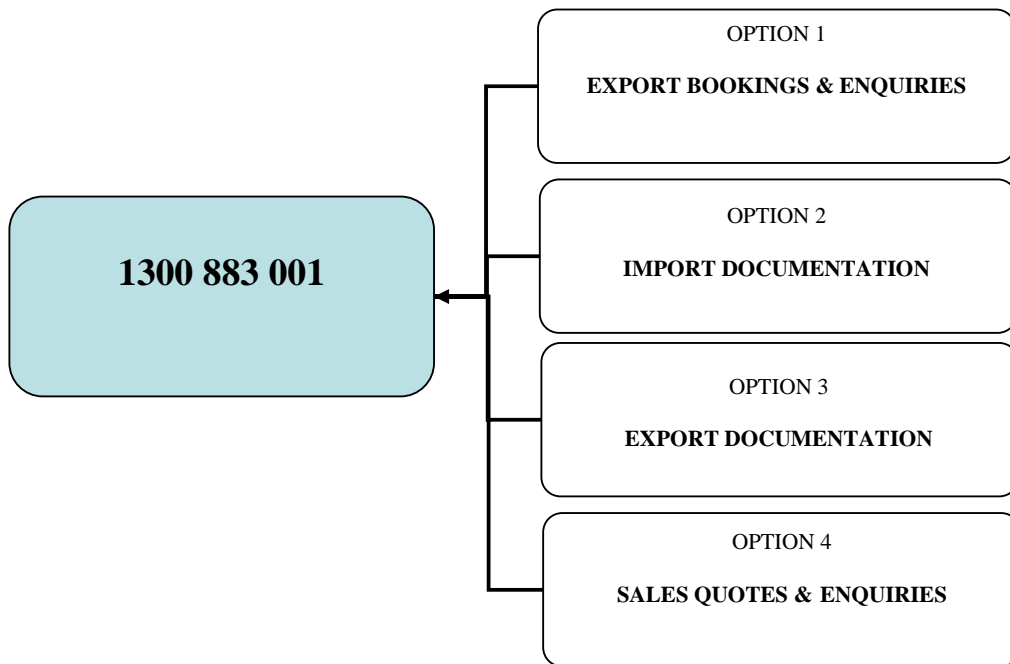
Customer Service - Contact Details

Dear Valued Customer,

We wish to remind you that NYK Line has one centralised Customer Service number, which is

1300 883 001.

To ensure your phone calls are attended to quickly and resolved by our experienced and dedicated staff, please find below a guide to how your phone calls are routed once you call.



Please also find attached a one page summary of all of our key contacts with regards to email and fax details to assist you with any other enquiries you may have.



NYK Line Contact Information

Phone and Email List Summary

EXPORTS PHONE: 1300 883 001	
Sales/Rate Quotes	Select Option 4 for Rate Quotes
Bookings	Select Option 1 for Bookings Email: syd_expcsvc@oc.nykline.com Fax: 1300 883 002
Hazardous Enquiries/Paperwork	Select Option 1 for Bookings Email: syd_expcsvc@oc.nykline.com Fax: 1300 883 002
Export Documentation	Shipping Instructions/Amendments: Email: au_exportfi@oc.nykline.com Fax: 1300 883 004 Other Enquiries: Select Option 3 for Export Documentation Email : syd_expdoc@oc.nykline.com
IMPORTS PHONE: 1300 883 001	
Import Documentation	Select Option 2 for Import Documentation ➤ Electronic Delivery Orders: Email: syd_eido@oc.nykline.com ➤ Other Import Enquiries: Email: syd_impdoc@oc.nykline.com Fax: 1300 883 006

If you have any questions please do not hesitate to contact ourselves.

We appreciate your ongoing support and continued business.

Yours sincerely
NYK Line