

January 14th, 2022

Update: EC4: MADRID BRIDGE 016E/W

Dear Valued Customer,

As a follow up to the Customer Advisory dated January 10th, 2022, the Madrid Bridge, serving in our East Coast 4 (EC4) Service, suffered collapsed containers after encountering rough seas while the vessel was enroute to her next port of call, GCT Bayonne Terminal in New York, NY.

The vessel is currently approaching the US East Coast and is expected to arrive at the Port of Charleston on January 20th, 2022, for a detailed assessment of vessel condition and to discharge the affected containers.

Based on initial investigations, it is estimated that approximately 60 units were overboard, and 80 units were damaged. **The containers that have been reported as such from the initial investigations have been documented. ONE has provided details to the respective Notify Parties with a list of container numbers.** Investigations are ongoing and further information will be provided once available.

We will contact the Notify Party directly as more information becomes available. We will keep all informed on the general progress of the vessel schedule, container discharge and necessary steps to survey any damage.

Should you have any further questions or concerns, please contact Import Customer Service via [Live Chat](#) or 844-413-6029 option 2.

For the avoidance of doubt, this Customer Advisory has been provided without prejudice and for informational purposes only and subject to change.

We appreciate your business and thank you for choosing ONE!

Sincerely,

Ocean Network Express (North America) Inc.
