

## Customer Advisory

### HKSCN Service Arrangement during Lunar New Year Holidays

Dear Valued Customers,

Responded to the government's preventive measures for the spread of novel coronavirus, may you find the update of service arrangement in Hong Kong and South China regions as follows:

#### **Hong Kong Office**

Service has been resumed on 29 January 2020 (Wednesday).

#### **Shenzhen, Guangzhou, Zhongshan, Xiamen and Fuzhou Offices**

- Offices will be re-opened on 10 February 2020 (Monday).
- From 3 to 7 February 2020, normal services will be provided by on-site staff or off-site via remote access to ensure operational continuity. Please feel free to contact ONE local representative(s) via email for enquiry.

Necessary adjustments will be made after reviewing the situation. Please feel free to visit ONE local website (<https://hk.one-line.com/>) for latest announcements, or contact ONE local representative(s) for updates.

Local contact details of Hong Kong and South China regions:

<https://hk.one-line.com/standard-page/local-contacts>

Many thanks for your support.

Yours faithfully,  
**Ocean Network Express (East Asia) Limited**  
**Hong Kong & South China Division**

## 客戶通知

### 2020 年春节假期期间香港及华南地區办事处的服务安排

亲爱的客戶：

新年好! 为配合政府有关新型冠状病毒疫情的防控工作, 2020 年春节假期期间香港和华南地区办事处的服务安排如下：

#### 香港办事处

自 2020 年 1 月 29 日起恢复正常服务

#### 深圳、广州、中山、厦门及福州办事处

- 将于 2020 年 2 月 10 日起恢复正常服务
- 在 2020 年 2 月 3 日至 7 日期间，华南地区办事处将继续透过值班员工或以电子方式为您提供服务，以确保业务顺利运营。如有任何查询，欢迎您透过电子邮件与当地办事处代表联络。

以上服务安排将视情况作出调整，请登录我司网站 (<https://hk.one-line.com/>) 查阅最新相关消息，亦可根据以下网址的各办事处联系資料与当地办事处代表联络：

<https://hk.one-line.com/standard-page/local-contacts>

感谢您对 ONE 的支持！

海洋网联船务(東亞)有限公司  
香港及华南地区