



14<sup>th</sup> December 2020

## **CUSTOMER ADVISORY**

### **CAX SERVICE UPDATE – VESSEL DELAY**

Dear Valued Customers,

We wish to advise the ZARNATA EXPRESS has returned to Appleton Docks to continue repairs. Progressive repairs are under review.

Brisbane-bound containers previously discharged at VICT have been loaded to a 3<sup>rd</sup> party vessel for Brisbane delivery and consignees are being contacted with advice of next steps. Sydney-bound cargo discharged at VICT is under review.

The berth at Geelong is still in consideration, however given our potential berthing window has been adjusted we are reviewing other berthing windows available in Week 51, with intent to avoid further delay to consignee access of cargo.

All efforts are being taken by ZIM to release cargo on the ZARNATA EXPRESS as early as possible. ZIM intends to discharge the Sydney and Brisbane cargo in Melbourne, and depending on discharge terminal will provide advice on next steps.

Should consignees wish for containers to be available for collection in Melbourne to arrange own on-carriage instead of transferring to the next calling ZIM vessel, we are able to accommodate.

We appreciate the patience and support you have shown thus far.

Should you have any questions or concerns about your shipments, please contact your Sales Representative or respective Customer Service desk on +61 1300 128 737.