

Ref: ONE/FA/2024-011

4 December 2024

Dear Valued Customers,

ePAYMENT

Thank you for your continuous support to Ocean Network Express Pte. Ltd. c/o Ocean Network Express (Malaysia) Sdn. Bhd. ("ONE").

As previously informed in our letter dated 28 August 2024, we would like to inform you that ePayment will become mandatory payment method for all settlement of invoices issued effective 1 January 2025.

By using ePayment, you will not only experience a faster, easier, and more secure way to pay your invoices, but you will also support our efforts to provide you with efficient and innovative solutions including faster release of documents.

We need you to consider switching to ePayment now for your upcoming invoices if you have not done so already. This will allow you to familiarize yourself with this convenient online payment solution.

Getting Started with ePayment, a simple 1-2-3 steps:

1. Registering Payment through ePayment portal at <https://epayment.one-line.com/my/> ,
2. Input the required information and invoices that you are paying,
3. Choose and Proceed to Pay.

A receipt will be sent to your registered email instantaneously once your payment is completed.

You may also access to the ePayment portal via ONE website at <https://my.one-line.com/> under the "Digital Solutions" tab. For more details, you may refer to our ePayment User Guide as attached for guidance to perform ePayment with ONE.

If you have any further enquiries or assistance, please do not hesitate to contact our team members below or your dedicated AR agent:

- Amin @ 03-5115 7880 (Port Klang, Freight)
- Izzatie @ 03-5115 7880 (Port Klang, D&D)
- Ida @ 07-2129910 (Johor Bahru)
- Iris @ 04-2242656 (Penang)

We appreciate your understanding and cooperation as we strive to improve our services through the adoption of digitalisation solutions and to stay at the forefront of technological advancements.

Thank you for your attention to above and joining us sailing through this journey of innovation and digitalization.

Yours faithfully,



Christina Chai
General Manager-Corporate & Innovation
Agent for Carrier, Ocean Network Express Pte. Ltd.