



March 28, 2020

To our valued customers,

As you know, this past week many provincial governments announced that only businesses that provide essential goods & services are to remain open, a measure taken as a result of the ongoing Covid-19 crisis. Through this and as an essential service transportation provider to Newfoundland & Labrador, Oceanex remains fully operational with no disruptions to our service.

During this challenging time, please remember to work closely with your consignees to confirm if their locations have remained open and can receive the goods being shipped. In the event that the receiver is not open, we will work with you to either return the shipment, or alternatively hold the shipment in our possession with the relevant storage charges being applicable.

Furthermore, Oceanex is looking to move towards electronic invoicing and electronic payments as much as possible – all in an effort to minimize the exchange of documents and reduce the chances of community spread through our system. For those customers who currently submit payment to Oceanex by cheque, we strongly encourage you to contact us at accounts.receivable@oceanex.com to get set up with our Electronic Funds Transfer (EFT) plan. In addition, you can contact us at any time to arrange electronic invoicing. We also encourage you to sign up for Client Zone, our secured web space for customers looking to track shipments, download proof of deliveries, download invoices and more. Please visit <https://www.oceanex.com/tracking-shipping/client-zone/> or contact us at clientzone@oceanex.com to get access.

As always, our priority is the health and safety of our employees, our contractors and partners, and our customers. While doing so, our service has continued to run smoothly and is allowing us to deliver critical items to the province of Newfoundland & Labrador.

Thank you for your continued support, and for the work you're doing to keep goods flowing and those around you safe.

Oceanex Inc.

CORPORATE OFFICE

Suite 701
Baine Johnston Centre
10 Fort William Place
St. John's, NL, Canada
A1C 1K4
(709) 758-0382

ST. JOHN'S

385 Water Street
P.O. Box 5097
St. John's, NL, Canada
A1C 5V3
(709) 722-6280

HALIFAX

577 Marginal Road
P.O. Box 2468 Central
Halifax, NS, Canada
B3J 3E4
(902) 429-9201

MONTRÉAL

2550-630 boul René-Lévesque O
Montréal, QC, Canada
H3B 1S6
(514) 875-9244

TORONTO

Suite 114
2550 Argentia Road
Mississauga, ON, Canada
L5N 5R1
(289) 998-9244

ISO 9001
CERTIFIED

