

NORTHPORT (MALAYSIA) BHD

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5th May 2015

TO ALL OUR VALUED CUSTOMERS AND PORT USERS

NORTHPORT'S KONTRAK 2 UPDATE

I wish to express my sincere regret to all our valued customers for the inconvenience caused by the issues arising from our new Terminal Operating System (TOS) migration over the last 13 days.

I am pleased to announce that the core functionalities of our TOS are back to normal and believe that all major issues have been resolved. However, some minor issues are anticipated which shall be duly rectified.

We nevertheless require more time to bring back our operations to speed, as there is a backlog of untraced containers that still require physical tracing. In our best judgment, the productivity will be back to an acceptable level by 15th May 2015. My Head of Customer Service Department shall be liaising with your operations team on the details of the untraced containers.

I sincerely appreciate your extended patience and understanding in this matter. We have learned the hard lesson and will ensure that this incident shall not recur in the future.

Thank you.

Yours sincerely,

NORTHPORT (MALAYSIA) BHD

RUBANI BIN DIKON

Chief Executive Officer



Cert. No : KLR0404097