

24th March 2021

TO ALL OUR VALUED CUSTOMERS

NOTIFICATION ON SERVICE CHARGE FOR RE-ISSUANCE/REPLACEMENT OF DOCUMENT

Please be advised that effective from **1st April 2021**, a service charge of **RM25.00 per document/copy** will be imposed for any re-issuance or replacement of document as per *clause 48* in the Port Kelang Authority (Scale of rates, dues and charges) by-Laws 2012 as below.

Re-issuance of documents (Part V, Miscellaneous)

" 48. If any voucher, tally sheet, invoice or other documents relating to the delivery of cargo issued by the licensed Operator to the port user has been lost or accidentally defaced or the particulars have become illegible, the Licensed Operator upon being satisfied as to such loss, defacement or illegibility shall, on payment of a fee of twenty-five ringgit, re-issue a copy of the original document or a replacement document, as the case may be."

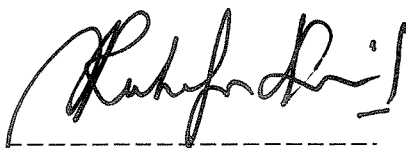
Customer shall receive **(1)** copy of the service completion form from the terminal upon the services rendered.

For any inquiries, please contact our Documentation Centre Office at 03-3169 8093/ 8888 or email to doc_centre@northport.com.my for assistance.

We appreciate and thank you for your cooperation.

Yours Sincerely,

NORTHPORT (MALAYSIA) BHD



Rohafizah Binti Ismail 24.03.21
General Manager, Finance Division