



27 March 2020

Subject: **COVID-19 Service Disruptions**

Dear Valued Customers,

We are addressing you to provide an important update on the outbreak of Covid-19 and the impact on our International Crossborder Day-Definite operations.

Current Impact of COVID-19 on DHL eCommerce Solutions' International Crossborder Operations

- Our flights capacity to USA and Europe destinations have been significantly reduced or temporarily suspended due to the massive cut-down of all major airlines' commercial flight capacity. Airlines have imposed significant rates increase for their remaining capacity since the beginning of March. We have been putting our best attempt to mitigate impact to our customers, however, as the situation in USA and Europe were clearly worsen, it left us with no other option but to declare an Emergency Surcharge for all shipments bounded for USA and Europe, effective March 28th, 2020.
- Flights between Bangkok and our regional hub in Singapore have been suspended by major airlines as the Royal Thai Government declared the State of Emergency on March 26th, 2020. Effective March 29th, 2020, we cannot process airfreight shipments from Bangkok to our regional hub in Singapore. As a result, all outbound shipments will be carried by alternative modes (ocean and road transportation), this will impact transit times for all services.

Due to the unprecedented situation stemming from COVID-19 pandemic, we are **expecting further service disruptions** to all major lanes in the immediate future. Airfreight is reliant on passenger flights, the reduction in passenger flights around the world will cause severe capacity issues for airfreight industry. DHL eCommerce Solutions is working on different routing and solutions to adapt to these unprecedented challenges, however please expect delays of up to 7 business days or more on current transit times. As per our General Terms and Conditions, **clause 11("Force Majeure")**, **DHL is not liable to pay compensation for loss or damage due to the COVID-19 pandemic.**

In addition to above, we understand the rising concern regarding the risk of contagion. As a global service company with over 500,000 employees we thoroughly ensure our organizations in all countries operate following the protocols of official authorities, both international organizations and local country health authority advisories, whichever sets the strictest rules.

We appreciate your kind understanding on the situation and the challenge we are encountering. We will keep you posted on further development including any solution we might be able to come up with to ease your supply chain challenge. Thank you for your support and trust in our service.

Best regards,

Kiattichai Pitpreecha
Managing Director – SEA Cluster
DHL eCommerce Solutions – Excellence. Simply Delivered.