



March 18, 2020

Dear Customers and Partners,

At UTC Overseas, we value our partnership and the trust you have placed in us. That is why, during these times of uncertainty, we want to assure you that we are available and working hard to minimize disruptions to your supply chain.

COVID-19 is affecting all aspects of our lives and it is not business as usual. Most ports are open worldwide but service disruptions are inevitable. Your UTC colleagues stand ready to assist whether they are working in the office or from home. Technology allows us to be fully functional and to continue to provide communications and the service you expect from UTC. We are following all CDC and WHO guidelines to keep our staff safe.

We remain hard at work and are monitoring events on a daily basis. Shipments, arrivals/departures, loadings/unloadings, equipment shortages, etc. are changing daily and vary by country. We have a strong worldwide office network that is sharing resources and communicating regularly to assist with bookings, shipments, customs clearance, documentation and general information. Please stay in communication with your UTC representative as they will be able to provide you with the most up-to-date information about your trade lanes. For additional support contact executivesupport@utcoverseas.com.

We want to hear from you. Contact us with your concerns so together we can work to maintain your business continuity. We will continue to keep you updated with new developments.

It is our sincere hope that you, your colleagues and your families stay well.

Sincerely,

Hans J. Meyer

Chief Executive Officer

h.meyer@utcoverseas.com

D: +1.713.422.2850 C: +1.404.433.2855

UTC Overseas, Inc.

2 Northpoint Drive, Suite 213, Houston, TX 77060, USA

Tel +1 713 422 2850 | Corporate@utcoverseas.com | www.utcoverseas.com