

## **Incident with Southern Phoenix in Suva – Notice #3**

12<sup>th</sup> May 2017

Dear Valued Customers,

Following our notice #2 of the 08th May 2017, we have the following update on the situation.

We fully appreciate your response and efficiency in processing the freight payments and are pleased to have received most of your returned Letters of Acknowledgement advising how you intend to handle your claim. If you have not as yet completed and returned that form, could you please do so as soon as possible.

The salvage company, appointed by the vessel owners, to initially remove any fuel and any other environmental contaminants, have begun their task of securing the vessel to avoid any leakages. They have also removed 11 of the floating containers from Suva harbour. The approaching weather system in the form of Cyclone Ella may cause some disruption to the programme over the coming days & focus therefore is on containment and removal of the ships fuel oil and any other pollutants at this stage. We will keep you informed as further details come to hand.

Once they have completed this initial salvage task, they will then look to removal of the containers on board. It is important to understand that the salvage operations are something that is under the control of the owners of the vessel and their insurers, along with their appointed salvors. It is not something that we can control, however having said that, you can rest assured that all our staff involved with this unfortunate incident, both here and in Fiji, are doing their utmost to ensure that our customers interests are protected as best as possible.

A reminder to you that we have established a dedicated email address SPH135claims@pdl123.co.nz . Any correspondence relating to this incident, whether directly from our customers or insurance companies, must be directed to this email address. We have established a dedicated team within PDL to look after this incident so as to best serve our customer's needs & that team will be monitoring this email. It is therefore essential that this email be used for correspondence, to ensure the enquiry is promptly handled.

Thank you for your continued support.  
Yours sincerely,

### **Pacific Direct Line**

PACIFIC DIRECT LINE LTD IS AGENT FOR PDL INTERNATIONAL PTE LTD, SINGAPORE

P O Box 137085, Parnell, Auckland 1151  
Level One, 29 Heather Street, Parnell, Auckland New Zealand  
Ph: 64 9 308 3939, email: [info@pdl123.co.nz](mailto:info@pdl123.co.nz)

**www.PDL123.com**