

POMOTOC DEMURRAGE INQUIRY NOTICE

PROCEDURE TO REQUEST MITIGATION, REFUND, WAIVER OF DEMURRAGE OR AND ADDRESS OTHER POMTOC BILLING MATTERS

Please direct any and all questions or disputes regarding any POMTOC Demurrage Invoice or Demurrage charges, including requests for mitigation, waiver, or refund, to POMTOC's customer service department at the following email address: cservice@pomtoc.com.

Any and all requests for mitigation, waiver or refund of a Demurrage Invoice or Demurrage charges, based upon an actual billing dispute, shall be made to POMTOC in writing as soon as possible following the last date on which such Demurrage charges were incurred and, in no event, later than thirty (30) calendar days following (a) the Demurrage Invoice Date for refund requests on Demurrage payments previously made to POMTOC, or (b) the Demurrage Invoice Issuance Date for mitigation or waiver requests on Demurrage charges incurred but not otherwise paid to POMTOC as of the date of such request. With respect to containerized cargo, all such requests shall include the following information and documentation:

- (a) relevant Container and bill of lading number(s);
- (b) the name and voyage number of the Vessel from which the Cargo was discharged at the Terminal;
- (c) the name of the Common Carrier that issued the bill of lading for the Cargo;
- (d) confirmation that there are no outstanding government or Common Carrier holds against the Cargo;
- (e) the specific date(s) on which Free Time and/or Demurrage are being contested;
- (f) the amount sought by way of mitigation, waiver or refund;
- (g) the specific reason(s) for the requested waiver, mitigation or refund; and
- (h) all documentation supporting of the requested waiver, mitigation or refund.

POMTOC's customer service team will endeavor to issue a decision on each submitted request for waiver, mitigation or refund of Demurrage charges paid or, if not paid, incurred, within thirty (30) Business Days of receipt of a completed submission as described above. If a decision cannot be made within thirty (30) Business Days, POMTOC will provide notification of the delay and its anticipated revised timeline for issuance of a decision.