

Jakarta, May 29, 2023
SYM/130/V/2023

Important Announcement: Upcoming Change to Our CCA Email Address effective June 1st, 2023

Dear Valued Customers,

Thank you for your continued support and for choosing Ocean Network Express (ONE) as your shipping partners.

We would like to inform you of an important update regarding our CCA (Customer Care Agents) email address as part of our ongoing efforts to enhance our services and better serve your needs.

	Email
Before	id.onesolution@one-line.com
Eff. June 1st, 2023	indonesia.customercare@one-line.com

We kindly request you **to update your records and contact us using our new email address for any future correspondence.** We genuinely value your business, and we appreciate your understanding and support during this transition.

This change is aimed at streamlining our communication channels and ensuring a more consistent experience for our valued customers. Our goal is to continue providing you with an even more seamless and exceptional customer experience.

If you have any questions or concerns regarding the email address change or our service quality enhancements, please do not hesitate to reach out to our team of experts via LIVE CHAT or this New email address indonesia.customercare@one-line.com.

Thank you for your continued trust in ONE. We look forward to serving you with renewed energy and dedication.

Best Regards,



PT OCEAN NETWORK EXPRESS INDONESIA

Jakarta Head Office: AIA Central, 22nd Floor, Jl Jenderal Sudirman Kav. 48 A Jakarta 12930.

www.one-line.com