



São Paulo, August 9th, 2013



Santos Port Situation



Dear Customer,

Please be informed that most of our services calling Santos Port are currently affected by several issues that are directly damaging our Service's Schedule Integrity.

In addition to the already known Brazilian winter weather problems, several terminals have its berthing draught restricted, some of the container yards capacity are exceeded and, moreover, the new terminals are still in process to provide their expected operational conditions.

Therefore, Santos Port is seriously congested, with our vessels being delayed by several days, even when arriving on its respective berthing windows.

In light of the above, we are preparing contingency plans including temporary services change of terminals and deviation of vessels to alternative berths. Unfortunately, in some cases, port omissions and other measures such as time restricted operations are unavoidable.

CSAV Group is closely monitoring Santos Port situation and will keep looking for alternatives in order to minimize the impact to Our Customers.

If you need any further information about it, please contact our local office near you, consulting our website www.csav.com

With our Best Regards,
Compañía Sud Americana de Vapores

