



## CUSTOMER ADVISORY

### Suspension of Vessel Transits through the Strait of Hormuz - Service Disruptions Due to Force Majeure -

Dear **Valued Partners and Customers**,

Due to the ongoing conflict in the Middle East and the associated regional security developments affecting transit through the Strait of Hormuz, Milaha Container Shipping has suspended all vessel transits through this waterway until further notice.

This decision is driven by the prevailing security environment and applicable restrictions that are outside Milaha's control. The safety of our crews, vessels, and your cargo remains our highest priority. We are closely monitoring the situation in coordination with relevant authorities and security advisors.

As a result, services to and from ports within the Arabian Gulf may be subject to delays, diversions, schedule changes, or temporary omissions. We are taking all reasonable steps to limit disruption and will share updates as conditions evolve, in this unforeseen situation, which is beyond our control, including shipment-specific guidance where available.

Customers with cargo currently in transit, or with planned shipments to or from the region, are requested to contact their local Milaha representative for support.

We greatly appreciate your understanding and continued trust during this challenging period. We remain committed to providing you with the best possible service under the circumstances.

Milaha Network remains at your disposal to attend to your requests. Please feel free to contact us anytime by telephone at **+971 4 823 8000** or via email at [cscare@milaha.com](mailto:cscare@milaha.com).

Sincerely yours,

**MILAHA | CONTAINER SHIPPING DIVISION - MANAGEMENT**