



10 January 2012

NOTICE TO OUR VALUED CUSTOMERS

Dear Customer

Over the last couple of years, the trading conditions for the carriers servicing the trade from Fiji to the Kingdom of Tonga, American Samoa and Samoa and the trade between the Samoa's and Tonga deteriorated dramatically as a result of falling volumes, rates and increasing costs. In response the lines took a number of cost cutting actions by rationalizing services.

Unfortunately even with these initiatives the financial returns are not at the level required to underwrite the service over the medium term. As a result the carriers have agreed to put in place a rate restoration programme. While the carriers are committed to providing low cost and reliable shipping service, the rates need to be at an acceptable level to ensure ongoing service level.

This increase will commence from the Southern Lily V288 and the lines will be contacting clients individually to explain this necessary rate restoration.

For and on behalf of,

Pacific Direct Line
Pacific Forum Line
Reef Shipping
Neptune Pacific Line



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