

2 April 2020

Dear Customers

COVID-19 ENFORCES PROCESS CHANGES

As we need to comply with government rules for working from home, we need your help to continue to serve you with excellence and to ensure our mutual safety.

1. With effect from 23 April 2020 we will no longer accept manual CO applications. There is a perfectly good electronic system which is cheap and easy to use. My colleagues Nisha and Jolin will help you onboard. Please log on to <https://smarteco.vcargocloud.com/> and sign up now.
2. With effect from 23 April 2020 we will no longer accept cash in payment of Carnet application fees. Please either pay by bank transfer or by PayNow.

We are here to help you every step of the way and need your co-operation and support. Feel free to call Nisha on 6500 0961 or Jolin on 6500 0952 with your questions or your concerns.

They join me in thanking you for your business. Stay safe and well.

Yours faithfully



Victor Mills
Chief Executive

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international
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