

October 3, 2017

To Our Crowley Partners,

In San Juan, Puerto Rico, our team continues to work closely with government agencies to transport, receive and distribute water, food and other relief items as quickly as possible from our Isla Grande terminal to support the island's recovery.

**To help you expedite the pick up of your cargo and the return of empty containers in San Juan, our terminal and warehouse are working normal hours from 0700 to 1600 EST. We are also pleased to report that Hacienda's systems, including Suri and Siscon, are back on line enabling electronic manifest submission and customs clearance.**

Our U.S. Virgin Islands terminals in St. Thomas and St. Croix are operating normally, but are currently nearing capacity with loaded containers of food, water, relief supplies, and other cargo. As is the case in Puerto Rico, we urge those of you who are able to pick up your cargo as quickly as possible to allow space for additional loads coming in. We also need your help expediting the return of empty containers.

Although our facilities in San Juan and the U.S. Virgin Islands are operating normally, communications may still be a challenge. If you have any questions, please contact our Customer Service Department at 1-800-276-9539.

For the latest information on our sailing schedule, please visit [Crowley.com](http://Crowley.com).

Thank you for your continued support, and please keep everyone impacted by Hurricane Maria in your thoughts and prayers.

Crowley