

Belawan, April 13th, 2021

No. : UM.50/7/24/PTP-21
Attachment : -
Subject : Request to Visit Belawan Container Terminal Phase II (PTP)

Dear,
Regional Container Line (RCL) Group
Region Operation Head Office Thailand

In this opportunity, on behalf of PT Prima Terminal Petikemas (Belawan Container Terminal Phase II) I would like to extend our sincere thank the RCL Group for the trust of the RCL Group in the first call of MV. Mathu Bhum Voy. 276 E / W on April 1st, 2021 at the PTP terminal.

Through this letter, we would like to apologize for our first service due to the service did not meet the expectations of RCL Group as our first customer.

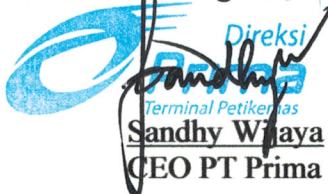
For this reason, we have carried out a comprehensive evaluation of the terminal performance of the vessel's service and there are several problems related to sensor and Automatic RTG support system that leads to the low terminal handling rate performance. However, during the vessel loading and unloading container activities, all our operation staff including me as CEO were in terminal and completely tried to do the best to keep servicing the vessel.

Currently the entire PTP operation and support team has solved all these problems so that the next operational service can run smoothly as planned with good handling rate productivity.

We hope the RCL Group is still willing and gives us opportunity to visit our terminal. As your consideration, we will guarantee loading and unloading productivity to 35 Boxes / Ship / Hour and maximum 30 hours vessel berthing time. In addition, during Mathu Bhum next visit, we will be fully supported and assisted by the Belawan Container Terminal, so that the ship can be served as expected.

I would like to thank you for your kind consideration and I am looking forward to hearing for you.

Best regards,



Direksi
PT Prima Terminal Petikemas
Sandhy Wijaya
CEO PT Prima Terminal Petikemas