



April 16, 2019

Dear Valued Customer,

Re: Phone System Update – Wednesday, April 17, 2019

In an effort to improve your customer experience and address ongoing issues with our phone systems, Young Brothers is upgrading our current system to a new, improved phone system. During installation, on Wednesday, April 17, 2019, customers can expect a brief disruption to phone service at all Young Brothers' facilities between 12:00 p.m. and 1:30 p.m. During the installation period customers may experience a busy signal or disconnected message, and we recommend e-mailing the ports directly for information or with any requests you may have.

After installation, all Young Brothers' phone numbers and current menu options statewide will remain the same, and are listed in the attached phone directory for your convenience. Also attached are common FAQs aimed at answering any questions you may have.

While we anticipate minimal impact to customers from the installation, there may be extended wait times in our phone queues as we adjust to the new phone system.

We are grateful for your continued support and apologize in advance for any inconvenience this may cause.

Sincerely,

/s/Chris Martin
Chris Martin
Director, Terminal Operations



Phone System Update FAQs

Why are we doing this?

Our current phone system can no longer support our business, as the aging system is no longer adequate to serve all of our and our customers' needs. A new phone system is required to give our customers a better experience.

Why was this date and time chosen?

This date and time was chosen to minimize the disruption of service, as most ports statewide are closed after 11:30 a.m., while working within phone carrier constraints.

Will Young Brothers' office phone number change?

No, phone numbers for all offices will remain the same. Please see the attached Phone Directory.

Will any services we receive via phone change?

No. All services, including rate quotes, booking cargo, and general information, including incoming cargo availability recordings will still be available via phone.



Phone Directory

For general customer inquiries, rates, sailing schedules, and container, auto, roll-on/roll-off reservations, call . . .

OAHU:

Port:	Email	Phone	Fax
Customer Service	customers@htbyb.com	(808) 543-9311 opt. 3	(808) 543-9490
Reservations	booking@htbyb.com	(808) 543-9311 opt. 1	
Incoming	incoming@htbyb.com	(808) 543-9311 opt. 2	

NEIGHBOR ISLANDS:

Port:	Email	Phone	Fax
Hilo, Hawaii	hilo@htbyb.com	(808) 935-8903	(808) 935-8761
Kahului, Maui	maui@htbyb.com	(808) 877-6511	(808) 877-7155
Kaunakakai, Molokai	molokai@htbyb.com	(808) 553-5431	(808) 553-3618
Nawiliwili, Kauai	kauai@htbyb.com	(808) 245-4051	(808) 246-1021
Kaunapouli, Lanai	lanai@htbyb.com	(808) 565-6626	(808) 565-6811
Kawaihae, Hawaii	kawaihae@htbyb.com	(808) 882-7244	(808) 882-7610

For questions about your monthly statement, call . . .

CREDIT & COLLECTIONS:

Account Receivables	htbybar@foss.com	(808) 543-9311 opt. 5	(808) 543-9450
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For questions regarding status of your claim, call . . .

CARGO CLAIMS:

Aon	ybclaims@aon.com	(808) 548-4411	(808) 548-4422
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Updated 04/2019