



July 1, 2015

Re: Young Brothers, Limited Account Information Update

Dear Valued Customer:

We are in the process of validating and updating your customer profile in our FACE (Freight And Container Equipment) system. Please take a moment to visit our website at www.youngbrothershawaii.com and complete our Customer Profile Information form.

You can find the form under our “NEWS & PUBLICATIONS” link on the left-hand side of the screen. Please look for the link dated 7/1/2015 entitled “FORM: Customer Account Update (2015)”. You are able to type your information onto this form.

Once it is completed, please click “SUBMIT FORM.” An email is created with your completed form as an attachment. Please click “send” and your form will be sent directly to us. This will help ensure accurate billing of your cargo movements.

Staff will be trained to bill all cargo moves as COD, if the information presented on your YB Bill of Lading or at the time of reservation does not match the information we have on file in our FACE system. Cargo shipped COD will only be released if the freight bill is paid prior to leaving the destination port.

If you have questions or concerns, please contact:

- JoAnn Head (A – H accounts) jhead@htbyb.com 808.543.9381
- Megan Ishikawa (I – Z accounts) mishikawa@htbyb.com 808.543.9342
- Kauvei Ahokovi kahokovi@htbyb.com 808.543.9305

Thank you for the opportunity to serve you.

Sincerely,

Hilda Miyashiro

Hilda Miyashiro
Supervisor Accounts Receivable