

Friday, August 19, 2022

Dear Valued Customer,

Our *ho'ohiki* to providing frequent and reliable service to the State of Hawaii is grounded in our ability to work together with all of our customers. A recent review of Young Brothers' reservations data for gated cargo (i.e., containers, flatracks, isotanks, and platforms) has shown that there are an increasing number of customers who are 1) overbooking (i.e., requesting to ship more equipment than they need to) and 2) failing to show up or in-gate all equipment originally requested (i.e., no show). Overbooking and/or failing to update or cancel your reservations prevents YB from accepting and loading cargo on behalf of other valued customers.

To ensure our universal service, we kindly ask that all shippers be mindful of the impacts their bookings have on all of our customers. Booking accurately will allow YB to efficiently allocate space and equipment throughout the year to ensure all of our customers' needs and requirements are being met. As such, we ask that you plan appropriately and verify your booking needs accordingly. For any bookings that you no longer need, we request that you update or cancel your reservations as soon as you become aware that you no longer need them, or at least (2) days in advance prior to your scheduled sailing. You can email your updates or cancellations to your local port office:

- Port of Honolulu reservations@htbyb.com
- Port of Hilo hilo@htbyb.com
- Port of Kahului mauim@htbyb.com
- Port of Kaunakakai molokai@htbyb.com
- Port of Kaunapali lanai@htbyb.com
- Port of Nawiliwili kauai@htbyb.com
- Port of Kawaihae kawmail@htbyb.com

Mahalo for your cooperation as we work together to better serve you and all our customers. Our customer service teams are standing by should you have any questions or concerns.

Sincerely,
Young Brothers, LLC