



December 31, 2020

Dear Valued Customer:

RE: Young Brothers' Customer Engagement Survey

Young Brothers is committed to connecting Hawai'i with efficiency and aloha. To that end, we have commissioned Market Trends Pacific, a local independent research firm, to help us better understand the needs and desires of our customers by collecting and analyzing survey data.

As a valued customer of Young Brothers, you may be selected to provide your honest and candid feedback on this survey, which is essential to decisions related, to among other things, our services delivered. As Young Brothers continues to evolve, we want to hear from you to help us understand and take appropriate action to address both our strengths and our opportunities for improvement.

Your answers will be held in strict confidence and results will be reported in an aggregated manner, not as individual responses. The survey will take approximately 10 minutes of your time. We recognize this is a significant time commitment, but your input is important and will be considered as part of our customer service strategy action plan. As a result, we encourage you to find the time to complete the survey before **January 17, 2021**.

We ask that if you are selected to participate, that you do not forward the survey link to others, as each link is uniquely generated so that it may only be taken once.

Thank you in advance for your time and support of Young Brothers, and for your participation in this important survey. If you have any questions, please contact your local port office.

Sincerely,
Young Brothers, LLC