



6 December, 2010

CHANGE OF PORT ROTATION: Florence V0009S/ 0010N

Dear Valued Customer,

It is with regret we advise that Florence v.10 has suffered an unfortunate series of delays on the Australian coast significantly delaying the delivery times of your cargo. With the vessel being initially delayed in Melbourne before berthing on 21/11, it was agreed, in consultation with Patricks Pt. Botany on departure Melbourne, to divert the Florence to Brisbane to avoid congestion at Pt. Botany. Florence subsequently returned to Sydney only to be greeted with a revised berthing date of 03/12, which has now ballooned to 07/12 due to heavy rain and port closure affecting Pt. Botany terminal operations for 14 hrs. In addition to the difficult weather conditions Patricks have been attempting to discharge a vessel casualty suffering a collapsed stow – this vessel remains in the port.

Due to a planned significant cargo exchange in Sydney we are unable to 'cut and run' from Pt. Botany. Whilst we can appreciate this situation being completely unacceptable to you, we confirm that we have tried a number of avenues to have the vessel berth and work sooner than the dates advised above, without success. The operational and commercial cost implications of these vessel delays are enormous; however, this situation is frustrating all our efforts to expedite the delivery of your cargo.

We once again sincerely apologise for these delays and will revert with further updates as they come to hand.

Should you have any queries, please contact your local Pacific Forum Line agency office or our Australian Agent, Quay Solutions Australia on 1300 723 150.

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