



Dear Customers,

In aiming to continuously improve our procedures and provide a better service, Portonave will initiate automatic communication in relation to the subjects below:

1) Imports/Transshipments - Seal Discrepancies

Portonave will check for seal discrepancies when letters and numbers are declared on a single line.

2) Container Imports No Seal / Cable Without Seal

The procedure regarding the reception of containers missing a seal is to include one at the terminal. The substitution of a terminal seal by the shipping line will not be required in such cases.

3) Transshipment of Containers Without a Seal / Cable Without Seal

Standard containers discharged without a seal on the door and / or open top containers that have a canvas and do not possess a seal on the steel cable, will be provided with a provisional seal at the Terminal. The container will be loaded onto the connecting vessel on the condition that the shipping line substitutes the seal. The shipping line is required to send a seal to our inspection department, which will perform the replacement. After the seal replacement the container will be automatic unblocked.

4) Import / Transshipment Containers Without an IMO label.

Upon receiving an IMO container that does not comply with current labelling regulations (IMDG/CODE, NR29, ANTAQ). Portonave will provide the necessary regularization.

Portonave emphasizes that customers will be charged according to their respective contract, in the event where these services are not contemplated, the public table of prices and services shall be applied.

You will be notified the details of any discrepancy via automatic email.

For further clarification, please contact claims@portonave.com.br or Tel. +55 (47) 2104-3344.