



Customer Advisory

Date: 30th December 2024

Dear Valued Customers,

Subject: Change of Security Deposit Policy in Saudi Arabia

We would like to announce a new policy aimed at enhancing the experience we provide to our valued customers in Saudi Arabia.

Effective January 1, 2025, we will no longer require security deposits from the consignees. Instead, consignees will need to provide a Letter of Indemnity (LOI) duly attested by the Chamber of Commerce.

This change is designed to streamline import release process and provide greater convenience to our customers. The LOI ensures that we continue to safeguard the Line's interests effectively. In the event of any default or dispute, we will seek assistance from the POL and the shipper to ensure we recover the overdue revenue and/or costs.

We trust that this policy change will be greatly appreciated by our customers, and we look forward to your continued support of ESL.

Thank you!