

Dear Customer,

We at IOR Global continually strive to ensure we provide the highest standards of service to all our customers.

We are constantly improving our operational processes and service standard to provide the best in class capability at all times.

We would like to inform you that effective 1st July 2016 customs duty advanced by IOR Global for non-document dutiable shipments, on behalf of our customers will incur "Duty Administration Fee" of AED 50/- (minimum) or 1% of Duty amount whichever is higher. This will not only help to ensure that the shipments will be cleared from customs quickly but also decrease the time in arranging deliveries.

We will continue to invest in the business to ensure we maintain and improve our capabilities. Our biggest asset is the passion and commitment that our people display on a daily basis in fulfilling and exceeding the expectations of our customers.

IOR continues to offer you the widest range of services available in the market, whether it's 30kg or 30,000kg by air, sea or by road.

For any questions or quotes pls contact your Sales Manager on +971 55 9946368 or send mail at [vishal.mehta@iorglobal.net](mailto:vishal.mehta@iorglobal.net).

Yours faithfully,

A handwritten signature in black ink, appearing to read 'M. Rahul', is written over a light blue background.

M. Rahul.

Operations and Finance.