



Seaspan Ferries Corporation
7700 Hopcott Road
Delta, BC V4G 1B6
Canada

(604) 940-7228
(604) 940-7236 fax
www.seaspan.com

April 17, 2020

Dear Customer,

We are certainly living in unprecedented times with the worldwide outbreak of Covid19. We have implemented many new processes and procedures in an effort to keep our collective teams and families safe. We have reduced the physical interaction between our staff and yours by moving the Dangerous Goods paperwork to an electronic submission, permitting units to be signed in and out verbally, and the installation of intercoms to reduce face to face conversations. We thank you for your help as we moved through these changes.

We are proud of our team and how they have been able to maintain our full regular schedule during these challenging times and added extra sailings when it was needed to move the traffic to Vancouver Island. We remain committed to serving the communities on Vancouver Island.

Recognizing there is an impact to all of us, we have made a move to review and implement the adjustment to the fuel surcharge earlier than our normal process. We have reduced the fuel surcharge effective April 16th downward by 2% from 23% to 21%.

In addition, we understand that volumes may fluctuate in the future so we have decided that we will not be assessing any tier reductions in Q1 or Q2 of this year. Those with volumes that permit a rise in tiers will still get that benefit. While those that have been affected by the current situation will not be adversely affected by a tier change. We hope this small gesture helps you come through this unprecedented time.

From our family at Seaspan Ferries to yours, please stay safe and we will collectively come out stronger.

Your commercial team.

Doug Jesson
Rocky Minhas
Jeremy Brisley