

October 20<sup>th</sup>, 2011

**Customer Communication**  
**Damage to Railway Bridge**  
**Colima, Mexico**

Dear Customer,

We would like to inform you that last October 14, the State of Colima, Mexico, was affected by Hurricane Jova. This caused severe structural damage to the Armería railway bridge, thus affecting areas in Tecoman and also those who transport their cargo to or from the port of Manzanillo, Mexico.

The company Ferromex has informed that the estimated repair time will be two weeks. Therefore, service has been suspended and service requests are expected to resume on the above mentioned time period.

At the same time, we are working jointly with Mexican customs and terminals in finding alternatives to provide assistance and support to our customers in view of this unfortunate situation.

In principle, cargoes with destination Manzanillo Mexico that require a change from door to port will be handled free of charge, seeking thereby to generate a temporary solution to allow a smooth release of your goods.

We suggest, in all possible cases, that you program your shipments via the port of Lazaro Cardenas, Mexico, where rail service is working regularly.

We will keep you informed on the progress and on any pertinent news regarding this situation.

Should you require further information, we invite you to contact our local agents, whose details can be found in [www.ccni.cl](http://www.ccni.cl)

Regards,

Agunsa Mexico  
As CCNI agents