

October 28th, 2011

Customer Communication
Damage to Railway Bridge
Colima, Mexico

Dear Customer,

We hereby inform you relevant information regarding the situation that is affecting the State of Colima, Mexico, after the Hurricane Jova.

As informed, 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 until further notice, the estimated time of repair is unknown. Therefore, service has been suspended.

Due to the above mention, all requests to change the type of movement to truck are suspended. We will notify once we are able to offer the service without delays.

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

Best Regards,

CCNI