

COVID -19: Service Alert Update

27th April 2020

Dear Valued Customer,

Due to the increasing spread of the coronavirus, we would like to update you on the impact of the virus on Deutsche Post DHL delivery services.

For the following destinations, shipping of DHL Printed Matter, DHL Packet International & DHL Packet Plus International is currently not possible due to routing/delivery restrictions in the respective destinations.

Algeria	Cayman Islands	Gambia	Lesotho	Niger	St. Kitts and Nevis
Angola	Central African Republic	Ghana	Liberia	Nigeria	St. Lucia
Antigua and Barbuda	Chad	Grenada	Libya	Panama	St. Vincent and the Grenadines
Aruba	Chile	Guadeloupe	Madagascar	Papua New Guinea	Sudan
Azerbaijan	Colombia	Guatemala	Malawi	Paraguay	Suriname
Bahamas	Comoros	Guinea	Maldives	Peru	Swaziland
Barbados	Congo	Guinea-Bissau	Mali	Philippines	Taiwan
Belize	Congo, Dem. Republic	Guyana	Martinique	Reunion	Togo
Bermuda	Costa Rica	Haiti	Mauritania	Rwanda	Trinidad and Tobago
Bhutan	Cuba	Honduras	Mauritius	Saint Maarten	Tuvalu
Bolivia	Curacao	India	Mexico	Samoa	UAE
Bonaire	Djibouti	Iran	Moldova	Sao Tome and Principe	Uganda
Botswana	Dominica	Iraq	Mongolia	Senegal	Uzbekistan
Brazil	Dominican Republic	Ivory Coast	Montenegro	Seychelles	Vanuatu
Brunei Darussalam	Ecuador	Jamaica	Morocco	Sierra Leone	Venezuela
Burkina Faso	El Salvador	Japan	Myanmar	Somalia	Vietnam
Burundi	Equatorial Guinea	Kenya	Namibia	South Africa	Wallis and Futuna
Cameroon	Fiji	Kuwait	Nepal	Sri Lanka	Western Sahara
Canada	French Polynesia	Laos	New Caledonia	St. Helena / Ascension /	Zimbabwe
Cape Verde	Gabon	Lebanon	Nicaragua	Tristan da Cunha	

Other European countries and destination countries where deliveries are currently possible, expect delayed delivery timelines due to local movement restrictions.

DHL Parcel International Direct services to United States and Malaysia are currently available and subject to Airline space availability hence please expect delayed delivery timelines.

DHL Parcel International Direct services to Australia is temporarily suspended due to backlog at Australia Post.

As per our General Terms and Conditions, clause 11("Force Majeure"), DHL is not liable to pay compensation for loss or damage due to the COVID-19 pandemic.

If you have any questions, please do not hesitate to reach out to your dedicated Account Manager.

Follow the links below for latest on Postal updates:

www.deutschepost.de/coronavirus-en

<https://www.dhl.de/en/privatkunden/kampagnenseiten/coronavirus.html#international>

Regards

DHL eCommerce Solutions Singapore