

Date : 24th July 2023
Circular No. : CLAP/2307/001



e-Assure : A Digital Service For Logistics Payment Assurance

For circulation to:

- i. Importers / Consignees
- ii. Forwarding Agents / Freight Forwarders

Dear Esteemed Stakeholders,

The advancements of technology have revolutionized the way logistics businesses operate in Malaysia. Today, key stakeholders prefer to utilize online services as part of their digital transformation journey. It is our continuous commitment to fostering a conducive digital ecosystem, driven by our secured Container Ledger Account (CLA) Portal ("www.clap.my") to heighten level of conveniences and increase value to our stakeholders. Plus, aligning and integrating industry best practices (Terms of Reference) to bridge level playing field within the logistics community in Malaysia.

Introducing **e-Assure**, a digital service in CLA Portal aims to amplify transparency between all stakeholders and simplify the entire life cycle of container logistics payment assurance with a user-friendly interface, in order to comprehensively fill the industry's gap. In line with this, **e-Assure** is established on the grounds of these two (2) options:

(1) CLA, Exemption of Container Deposit:

CLA Subscribers will now be able to digitally manage their payment assurance with the participating Shipping Lines / Shipping Agents / NVOCCs.

(2) Management of Container Deposit:

Alternatively, there is a viable option to digitally manage the container deposit transactions effectively & efficiently.

In essence, we are committed to deliver customized financial services with utilization of technology, further envisages to improve response time which will delight our stakeholders. Subsequently, with effect from **1st September 2023**, the fees for **e-Assure** services are applied. We welcome you to direct your suggestions and insights to our online e-Feedback, and our Support team at supportdnd@dnd.com.my is ready to serve you in this regard.

Your continued support and trust in us are deeply appreciated.

Thank you.