

SERVICE LEVEL AGREEMENT - PVoC PROGRAM

| | SEA BOUND SHIPMENT | AIR FREIGHT |
|-------------------------------------------------------------------------------------------|---------------------------|--------------------|
| Physical inspection after acceptance of RFC | Within 4 working days | 1 working day |
| Issuance of COC after submission of the final documentation and confirmation of draft COC | 2 working days | 1 working day |
| Issuance of COC after submission of the final documentation. | 2 working days | 1 working day |