

UNITRANS-PRA CO., INC.

DISPUTE HANDLING POLICY

Effective Date: May 5, 2026

1. Nature of Charges

Detention, demurrage, inspection, and terminal-related charges are assessed by ocean carriers and terminal operators. Such charges arise from operational conditions outside the control of Unitrans-PRA Co., Inc. (“NVOCC”), its servants, or agents, and are governed by applicable ocean carrier tariffs and the terms and conditions of carriage.

2. Responsibility

The term “Merchant” includes the shipper, exporter, owner, and/or consignee, and is fully responsible for all such charges, including those resulting from delays in cargo delivery, loading issues, inspections, or terminal conditions, in accordance with applicable Ocean Carrier tariffs and the **Unitrans Bill of Lading Contract Terms and Conditions** (available at: www.unitranspra.com).

3. No Obligation to Dispute

The NVOCC shall have no obligation to dispute, reduce, or otherwise challenge such charges with any ocean carrier or terminal operator.

4. Optional Dispute Assistance

Upon written request, the NVOCC or its agent may, at its sole discretion, assist in submitting a dispute to the ocean carrier or terminal operator as an additional administrative service. Such service shall be subject to a filing fee of up to ten percent (10%) of the disputed invoice amount, with a minimum fee of USD 75 and a maximum fee of USD 350 per invoice. All filing fees are non-refundable and must be paid in advance prior to the submission of any dispute.

5. No Guarantee of Outcome

The NVOCC and its agents do not guarantee any reduction, waiver, or resolution of disputed charges. All determinations are made solely by the ocean carrier or terminal operator.

6. Payment Obligation

All invoices remain due and payable in accordance with their stated terms and the **Unitrans Bill of Lading Contract Terms and Conditions**. The submission of any dispute shall not suspend, delay, or otherwise affect the Merchant’s payment obligations.

7. Operational Information

Any dispute must be supported by relevant operational records (including, but not limited to, gate-in/gate-out data, loading details, and vessel schedule information), which are the responsibility of the Merchant. The NVOCC reserves the right to decline to process any dispute that is not supported by sufficient documentation.

8. Transparency

The NVOCC communicates that detention, demurrage, inspection, and terminal-related charges are assessed by ocean carriers and terminal operators in the ordinary course of business and, where available, provides supporting documentation received from such third parties.