



New Operating Procedures
Starting March 30, 2020

شركة وكالة الخليج (عمان) ش.م.م.

Gulf Agency Company (Oman) L.L.C.

P.O. Box: 740

Ruwi 112

Sultanate of Oman

Tel: +968-2447 7800

Fax: +968-2447 7891

E-mail: muscat@gac.com

Web: www.gac.com

Date: 29 March 2020

Dear Valued Customers,

As part of our efforts to curtail the spread of COVID-19 and in compliance with the decisions of the Supreme Committee on COVID-19, our Delivery Order counters will take precautionary measures for the safety of our customers and employees.

To further reduce the risk of spreading the virus, we will have part of our staff working from home while others will continue to work from our offices. Having said that, there is no change to our regular services, and we will continue to operate as usual. You can communicate with us as usual on telephone and email.

To ensure business continuity with the least amount of disruption, we have introduced the following procedure for issuance of Delivery Orders (D/O) **eff: March 30, 2020** at our D/O counter in Muscat and Sohar.

For Seaway Bill of Lading (SWB):

Please arrange to color scan the following documents in color and email them to us for processing:

1. Copy of the SWB with your endorsement on the **face** of the SWB
2. Payment confirmation (bank remittance slip)
3. Contact person name / number / ID copy to call and inform when D/O is ready
4. Please remain in your vehicle till you receive a call from our D/O Representative. Show your ID and collect the D/O.

For Original Bill of Lading (OBL)

Please arrange to color scan the following documents and email them to us for processing:

1. Copy of OBL (both sides with endorsement)
2. Payment confirmation (bank remittance slip)
3. Contact person name / number / ID copy to call and inform when D/O is ready
4. Please arrange to drop off fully endorsed original B/L in the designated box kept at the D/O counter and remain in your vehicle till you receive a call from our D/O Representative. Show your ID and collect the D/O



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Notes:

- You are kindly requested to make full payment to our bank accounts electronically or using the Bank's cash deposit machines.
- We will not be accepting cash or cheque at our offices and your D/O will only be processed once cleared funds have been received in our bank accounts.

Emails can be sent to: logistics.oman@gac.com

Our Bank Account Details

Beneficiary Name	Gulf Agency Co (Oman) LLC
Beneficiary Address	PO Box 740, PC 112, Ruwi, Oman.
Beneficiary Bank	HSBC Bank Oman SAOG
Bank Branch	Bait Al Falaj Branch
Account No. (Omani Rial)	002-670677-001
SWIFT	BBMEOMRX

Please make sure that your remittances are free of bank charges.

We do not change our bank account. If you receive an email regarding GAC bank account changes, consider it fraud and report to authorities and GAC.

Please bear with us during these difficult times as we continue to try to provide you with our best services while at the same time protect you, our staff and our Country.

Thank you for your support.

Best regards,
For Gulf Agency Company Oman LLC

The Management