

Dear Captain,

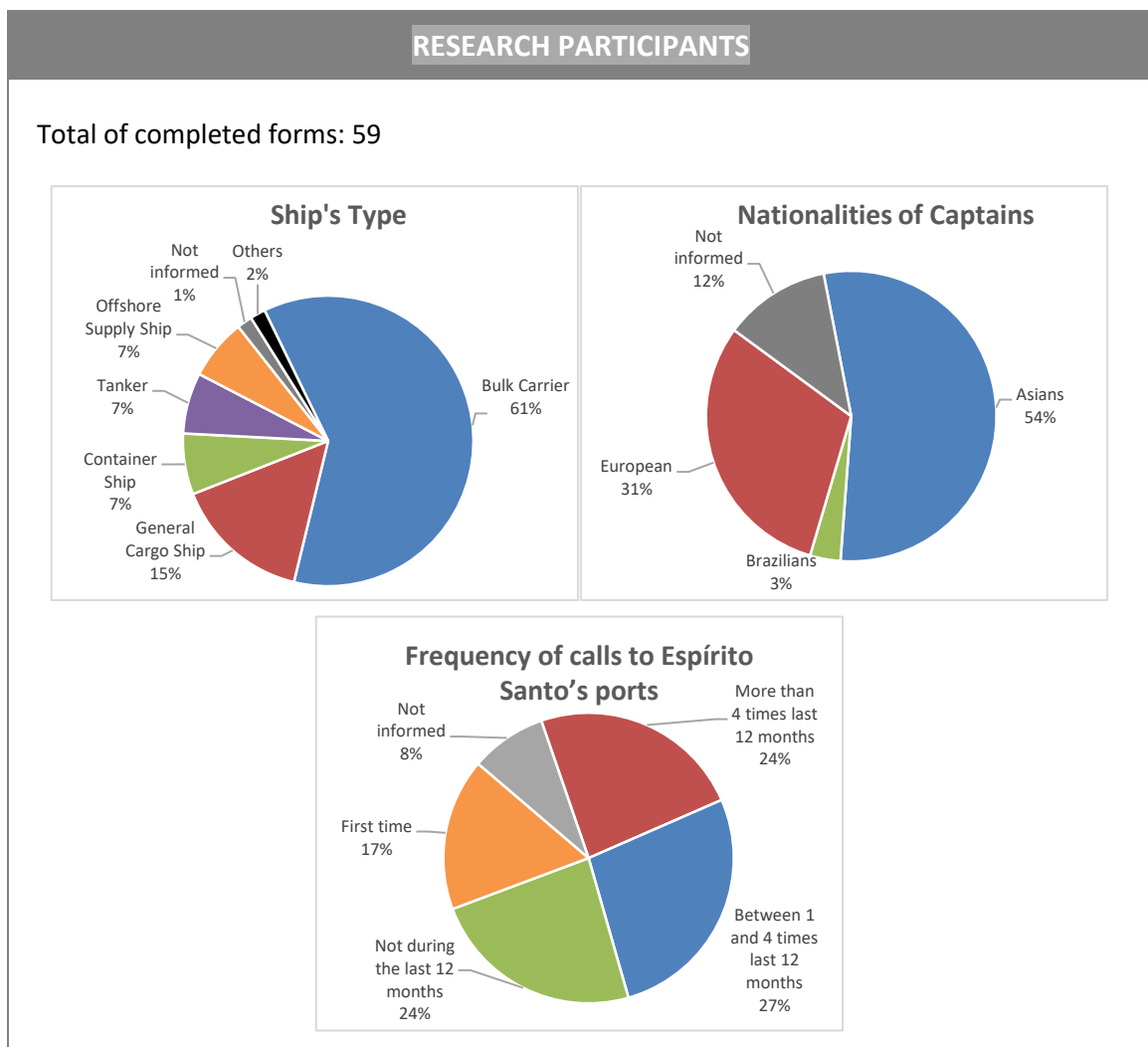
Thank you for participating in the Shipmasters' Satisfaction Enquiry regarding the services provided by the Espirito Santo Maritime Pilotage.

We greatly appreciate the time you took to answer this enquiry. Your opinion about the pilotage services will be actively considered for the improvement of our practices. The consolidated results obtained are presented below.

We remind you that our communication channels are always available for your kind feedback and we look forward to receiving any additional suggestions you may have towards the improvement of our services.

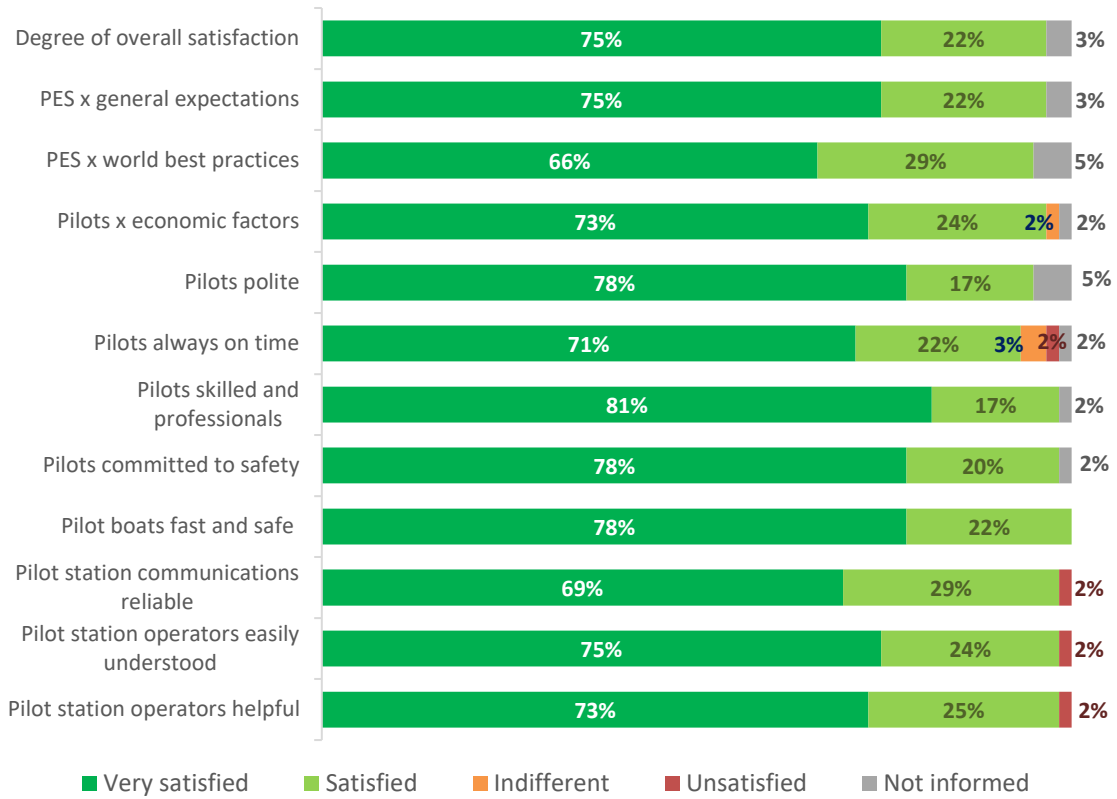
Yours Sincerely,

Espirito Santo Maritime Pilotage



RESULTS

Degree of Satisfaction



21 Compliments

"I appreciate very much the professionalism high degree that the pilot has shown."

Captain Kingslley G. Dorado

"Being a retired pilot with 13 years' experience, I am satisfied with their well-done jobs."

Captain Oguz Bagceci - LAVINIA OLDENDORFF

"Inbound pilot is very good, polite and professional."

Captain Eddie M. Jimenez - RIVA WIND

"Pilot on time. Professional. Easy to communicate. Exceeds my expectations."

Captain Guohui Yan - BERGE KIBO

"Pilot who went on board during inbound maneuver was co-operative, expressive and understandable. Good job!"

Captain G. Shankar - DARYA CHAND

"Very good maneuvering skills. We had clear explanation for the mooring procedure arrangement."

Captain Rodger Toledo Near - SAM FALCON