

Date: 24 September 2025

Circular No.: CLAP/2509/006

Container Ledger Account (CLA) Release Request

Dear Esteemed CLA Members,

Effective **10 October 2025**, a new option will be available in e-Assure under CLA Release Request to address CLA Forwarders' concerns regarding liability for Demurrage, Detention, and Damage (3D) charges.

Below are the key changes:

1. Each CLA Release Request which is set with a **TICK box** shall exclude the CLA Forwarder's responsibility for the 3D charges for the applied shipment. This means the 3D charges if incurred, will have **no impact** on the CLA Forwarder's ledger account nor DO release due to the overdue charges.
2. This option **is applicable** if the CLA Forwarder has no prior outstanding charges (excluding disputed cases), hence we encourage all CLA Forwarders to clear off the old dues.
3. This option is **not applicable** to the following Consignees, including but not limited to:
 - New/first-time consignee
 - Sole proprietor (enterprise/trading company)
 - Personal effect (individual consignee)
 - Inactive consignee (no shipments >3 months)
 - Unpaid overdue charges
4. Should the CLA Forwarder **wishes to take responsible on behalf of the Consignee** for the 3D charges, they can opt to **untick the box** and the overdue 3D charges, if any, will affect their ledger account status.
5. CLA Release Request remain mandatory if Consignee's account is temporary suspended due to unpaid overdue charges.

Fee:

- RM 10.00 fee per container

Should you require further information, please contact our Support team supportdnd@dnd.com.my to serve you pertaining to the above.

Thank you for your kind understanding and cooperation.