K->E

It was demotivating to receive a letter of June 21st that the generator we installed at your facility did not work properly. Although we are not able to identify specific causes as of now, we take this issue seriously, and will issue an on-site report upon a thorough investigation. In the meantime, a new generator was dispatched today so that your company can replace it to a new one.

Thank you for your reply. Employees at a terminal port admitted they are liable for the damage, and look forward to an amicable settlement. It would be grateful if you can check whether they are willing to give a compensation amount to the consignee directly. The information of accepting bank will be advised after we get a reply on this. We look forward to your reply.