

27 May 2024

National Elections South Africa

Dear Valued Customer,

We would like to take this opportunity to offer you reassurance and reiterate our commitment to delivering a world class service to all customers.

On the 29th of May 2024 South Africans will take to the polls to cast their votes in the national and provincial elections. As this has been declared a national holiday we will be operating on our regular holiday skeleton workforce for the day. Any urgent deliveries must be marked and labelled correctly in order to reach its destination on time, on the day.

We are cognizant of the fact that there may be some disruptions over the next 24-48 hours in some parts of the country. Reports of protests or unrest are being monitored and risk factors are being assessed on an hourly basis. Our risk teams are in constant contact with relevant authorities and security teams and will continue to stay in contact for the remainder of the week. Our objectives are focused on providing a reliable secure delivery and collection service to all customers during this time. Having said that, the safety and security of our staff remains paramount. Where specific areas of concern are identified, services will be suspended and affected customers will be informed as it happens.

Should you need updates on your shipment visit us at www.aramex.co.za to track your parcel for the latest tracking updates. You can also reach out to us on our official WhatsApp channel on **+27 10 100 3623**.

You can also make direct contact with your Customer Relationship Manager should you require additional information. Alternatively, please contact your nearest Aramex branch.

We thank you for your continued support.

Sincerely,



Hein Bruyns

Communication & Customer Experience Executive
Aramex South Africa (Pty) Ltd