



Jurong Port



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Dear Port Users

Launch of the Jurong Port FAQs Page

1. Jurong Port has launched a brand new FAQs page on our Corporate Website that is also accessible from JP-Online. With this introduction, JP can now serve our customers and port users better with an online 24/7 enquiry and self-help site, in addition to our existing Customer Service Helpdesk.
2. The content has been organized by order of frequency – popular questions appear first on the FAQs page, while information that users need repeated access to (such as transactional needs, entry permits) are clearly categorised in the sidebar. The FAQs also have a dedicated search button.
3. By addressing a comprehensive range of questions from account opening to port services, we hope to expedite the enquiry process by putting forward essential information in a clear manner.
4. You may visit the FAQs page at www.jp.com.sg/faqs/ for answers to the frequently asked questions.

Thank you.

Regards,

Desmond Lim
Chief Commercial Officer
For Jurong Port Pte Ltd

RELY ON US

Jurong Port Pte Ltd
37 Jurong Port Road
Singapore 619110

Tel +65 6265 0666
Fax +65 6413 9696
www.jp.com.sg

Reg No. 200007468N
GST Reg No. 20-0007468N