

Douala, 5 February 2024

N^o: **10309** /CNCC/DG/DOP/2024 SM

**The General Manager
FOREMOST PTE LTD**

Subject: Letter of congratulations on ECTN issuance performance

Sir,

I am pleased to inform you that following our release dated 4 December 2020 prohibiting the modification of information contained in ECTNs and urging you to be extra vigilant when checking the entering of such information in ECTNs, we have noticed a remarkable improvement in your performance.

An analysis of such requests during the months of January to December 2023 shows that most of the information to be modified results from mistakes made when filling out ECTNs. The table enclosed herewith shows the number of ECTNs modified per port representative because of errors committed when entering information on ECTNs in January to December 2023. According to the analysis, FOREMOST LINE Ltd stands out with just one modification request for each of the months considered.

Consequently, I wish to congratulate **FOREMOST LINE PTE LTD** for a job well done and to encourage you to keep it up.

Yours sincerely,

Auguste Mbappe Penda



Enclosures :

- **Port agent evaluation report;**
- **Customer satisfaction survey report.**