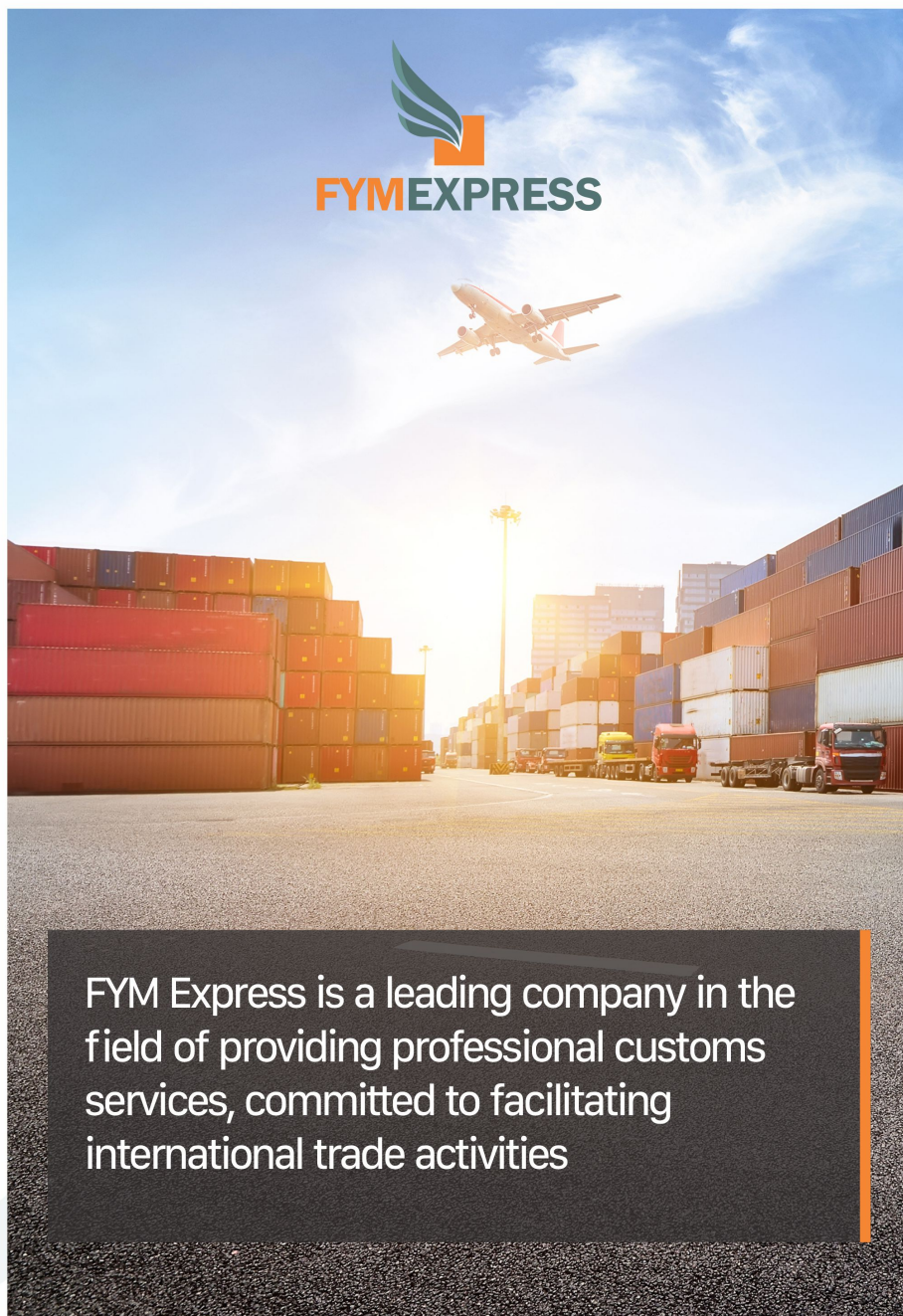




THINK US - THINK LOGISTIC



COMPANY **PROFILE**



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Dear customers,

First of all, FYM Express would like to send our respectful greetings to our valued customers and partners with wishes for health and success!

FYM Express is a leading company in the field of providing professional customs services, committed to facilitating international trade activities.

Since our inception, we have always been committed to providing excellent solutions, ensuring a smooth and efficient import and export process for our customers.

Over many years of operation, from the difficulties of the first day of establishment to the first steps of transformation, **FYM Express Company always listens**, enthusiastically advises and constantly shares working experience with our customers.

At FYM Express, we understand the complexities and challenges of international trade. Therefore, we have built a team of highly skilled professionals, who possess extensive knowledge of customs regulations, import and export processes, as well as the specific requirements of each industry.

With the motto "Dedication and professionalism", FYM Express understands that all our efforts in service quality will contribute to the success of our customers now and in the future.

FYM would like to thank our customers for trusting and using our services in the past time. FYM Express always wishes to expand cooperation with customers and partners towards the goal of mutual development.

We look forward to receiving the trust and cooperation proposal from our customers & partners!

Best regards,
Nguyen Thanh Sang
Deputy CEO

INTRODUCTION

Transportation, import, and export activities have become one of the important services contributing to promoting the global economy. In the context of the rapidly developing e-commerce platform, a series of commercial contracts were signed, and many products of companies and groups gradually reached their customers around the world.

FYM Express Company was established in 2020. Understanding the worries and concerns of businesses, FYM Express was born with the mission of providing leading solutions in the field of export, import, and freight. Thanks to the convergence of a team of talented founders & operators with many years of experience in the field, FYM Express is committed to providing quality services to meet all the needs of customers around the world.



During its operation, **FYM has become a partner of many reputable agents** for global distribution and shipping. Our customers are big brands, multi-industry corporations,... this has shown FYM's position in the current import-export and forwarding market.

In order to fully satisfy the affection and trust that customers have given, FYM Express constantly applies modern technical technology, advanced means of support, ... to help transport specialized goods. professional, safe, and on time. At the same time, FYM always offers the best and most preferential service compared to many other competitors in the market. This also reduces the burden of every business in freight operations.

Besides, with a team of enthusiastic, dynamic, and knowledgeable staff in the field of forwarding, exporting, and importing, we confidently advise our customers with suitable and safe solutions, the most efficient and optimal.

WORKING PRINCIPLE

With partners: Building cooperative relationships for mutual development, stability, and mutual benefit. Enthusiastic support and contribution to improve business quality, satisfy and better meet the needs of customers.

With employees: Create opportunities to develop, and improve qualifications and working style. Build a working environment with the best benefits.



With customers: We always satisfy the needs of all customers with the spirit of openness, friendliness, demand, and respect.

To society: Constantly honoring and preserving ethical traditions in business, fulfilling social responsibilities, and strictly complying with the law. In addition, FYM constantly strives to contribute to the general development of society.



CORE VALUES

FYM represents the aspiration and unremitting efforts to conquer new heights. FYM people always work with the spirit of serving Customers and Partners with all their might.

Quality: Quality is our top core value. We are committed to providing high-quality products and services that meet and exceed our customers' expectations.

Professionalism: We always act with professionalism, from customer approach to project implementation. Our staff is trained with extensive knowledge and specialized skills to ensure professionalism and efficiency in all activities.

Innovation: We are always looking for innovative and progressive solutions. We are constantly improving our processes, applying advanced technology, and following the latest trends to bring added value to our customers.

VISION & MISSION

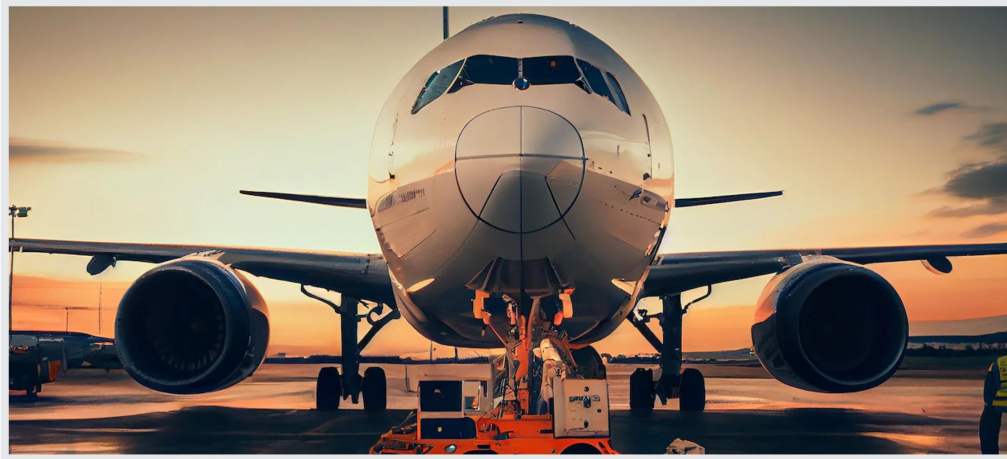
Vision: To become the first choice of domestic and foreign businesses and individuals. Step by step become the leading unit in the field of import and export in Vietnam. Strong in the organization and strong in the brand.

Mission: Bring customers satisfaction with the best service quality, contribute to the success of customers, and optimize time and costs.

OUR SERVICES

With a wide network of agents across many countries and territories, FYM Express is confident in its capacity, flexibility, and reputation to provide the best international transportation service to domestic and foreign customers

1. Air Freight Service



FYM Express is committed to bringing absolute satisfaction to customers with the most competitive prices. We provide air freight services, ensuring the highest progress and safety for your products.

Accordingly, the expert team of FYM Express is capable of taking on the responsibility of navigating the shipping route that meets the following criteria:

- ✓ *International Licensing Required*
- ✓ *Have full paperwork and shipping documents*
- ✓ *Comply with local and foreign government regulations regarding air transportation*
- ✓ *International banking procedures*

By working with leading shipping agents, we can help manage high-priority shipments, including high-value goods, fresh goods, perishables, ... in the safest way. FYM Express offers high-speed air freight services and combined airmail solutions to suit the specific needs of our Customers. For customers shipping goods by air, we can assist with export packing, delivery, and storage.

2. Sea Freight Service

FYM provides customers with sea freight export and import services **from Vietnam to anywhere in the world** and vice versa (including FCL container shipping and LCL retail). Thanks to building a network of reputable agents around the world, the service that FYM Express offers to customers is guaranteed to be top-notch with competitive prices and the fastest transit times.

Besides, the sea freight service of FYM Express focuses on providing professional shipping solutions, protecting goods at the highest level, and aiming to serve the interests of customers. For each type of shipment, FYM Express will have specific solutions.



3. Inland Trucking Service



Along with the development trend of online shopping in Vietnam, FYM Express has promoted domestic transportation services to meet the increasing demands of customers.

FYM can effectively capture and fulfill all of our customers' transportation and forwarding needs from super-heavy shipments to small items. The strength of our domestic transportation service is the smooth combination of all stages in the transportation process and ensuring on time, saving time and costs for customers.

Domestic shipping methods of FYM Express include:

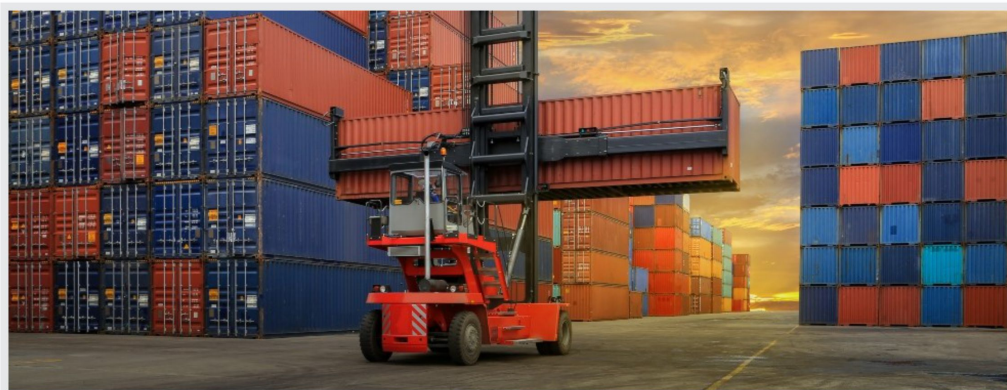
- ✓ *River transportation*
- ✓ *Sea freight*
- ✓ *Road Transport*



4. Customs Service

With many years of experience in the field of import and export, FYM Express has been trusted by many customers and supported by many partners throughout Vietnam and internationally.

FYM is qualified to represent the owner of the goods on the declaration, carry out customs declaration procedures, pay taxes, and deliver and transport import and export goods to help optimize the documentation procedures when making delivery. receive goods imported and exported to/from Vietnam.



The customs services we provide include:

- ✔ **Customs clearance:** We assist shippers to complete customs procedures by providing customs clearance services, helping customers to quickly and conveniently complete related documents.
- ✔ **Customs agent:** FYM Express acts as a professional customs agent, representing customers in completing customs-related procedures.
- ✔ **Apply for an import-export license:** We assist customers in applying for an import-export license, ensuring that they meet the provisions of the law.
- ✔ **Specialized inspection:** FYM Express provides specialized inspection services, ensuring that your goods meet the standards and regulations of the respective industry.
- ✔ **Inventory:** We provide inventory service, ensuring the exact quantity and quality of goods during the import and export process.
- ✔ **Price consultation, post-clearance inspection:** FYM Express provides price consultation and post-clearance inspection services, helping customers capture detailed information about the value of goods and ensure compliance with pricing regulations.
- ✔ **Refund of import tax and VAT for imported goods:** We support customers in refunding import tax and VAT, saving costs and time for customers.



5. NVOCC

FYM Express provides cost-optimized sea freight solutions for customers with international shipping needs. We maintain strategic relationships with major global carriers to provide the most competitive ocean freight rates.

FYM Express chooses the best forwarders and carriers for ocean freight. As an NVOCC, we act as a middleman in the freight process, not owning the cargo ship, but responsible for packing, shipping and tracking the cargo from the point of origin to the destination.



6. Insurance

Cargo insurance is very important to protect the profit of the business. For many companies, the loss of a shipment can seriously affect the financial viability and reputation of the Company before its partners.

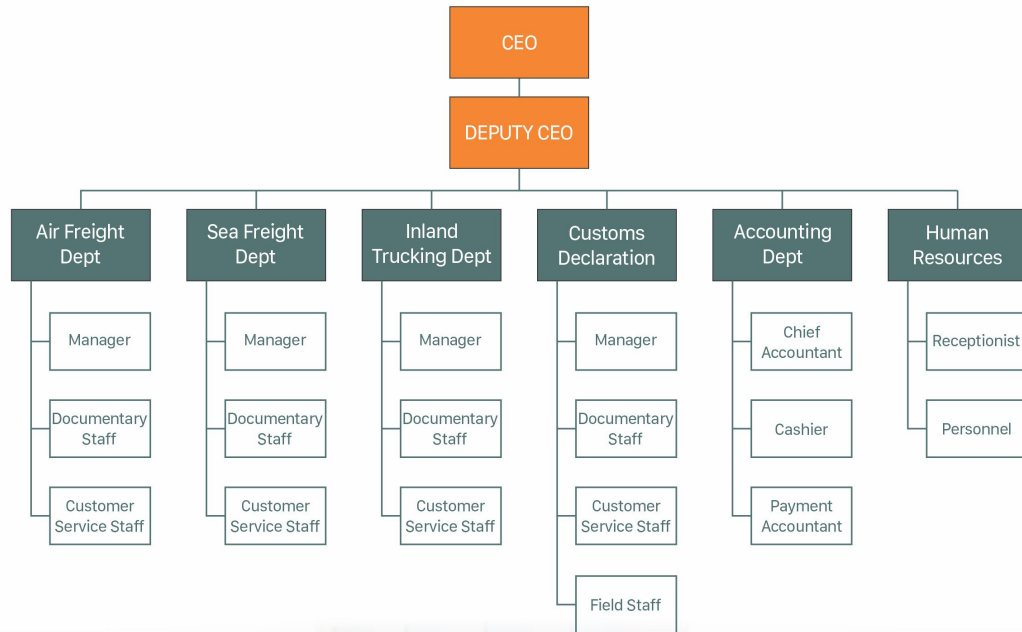
Therefore, **FYM Express offers marine insurance packages** to give you peace of mind whether transporting your goods by boat, air, rail, or truck. We hope you never have to worry about your goods being lost, stolen, or damaged.

FYM Express provides customers with the best cargo insurance service at the most reasonable price. We are proud to be an independent insurance agent with full service, optimizing every process for our customers.



HUMAN RESOURCES

Organizational Structure



Human capacity

At FYM Express, **we are proud to have highly qualified staff with considerable experience** in the customs and freight forwarding fields. Every individual on our team has outstanding achievements and brings significant value to the company and its customers.

FYM Express Company always focuses on training the quality of human resources through each stage in order to serve customers in the most dedicated and thoughtful way. We consider the staff as a valuable asset of our company and constantly upgrade our techniques and training to improve the professionalism of our employees at work.

Here are some individuals who have stood out and have made great contributions to the success of FYM Express:



Hoang Thi My Linh - Logistics Specialist

Ms. Linh is an expert in logistics management, seasoned with experience, and has successfully managed many complex and large-scale international freight projects. She has excellent organization and planning skills, ensuring that the transportation is efficient and on schedule.

She also mastered the processes and regulations of freight, from booking and packing to tracking and forwarding. Linh's patience and critical thinking ability have helped our customers save time and optimize shipping costs.



Pham Quang Hung - Expert in Customs Handling:

He is a leading expert in handling customs procedures and import and export documents. With many years of experience, he has successfully solved many challenges related to customs clearance.

Mr. Hung has a deep understanding of the customs process, stays up to date with the latest regulations, and applies effective methods to ensure compliance and optimize customs processing for his clients. He also has good communication skills, helping to create a positive working environment and interact effectively with relevant government agencies and partners.



Nguyen Thi Hang - Customer Service Specialist

Hang is a dedicated and experienced customer service specialist. With more than 8 years working in the logistics industry, she has successfully handled hundreds of requests and needs of customers. She always puts the interests of customers first and is committed to meeting all requirements with dedication and professionalism.

Ms. Hang has the ability to handle problems flexibly, ensuring that all customer information and requests are handled on time and accurately. Her good communication and problem-solving skills continue to bring satisfaction and lay the foundation for long-term relationships with clients.



Tran Minh Duc - Project Management Specialist:

Duc is a leading expert in international freight project management. He has successfully managed large projects with complex scales and many stakeholders.

With excellent organization, strong communication skills, and effective leadership, he always ensures that each freight project is carried out as planned and achieved its goals, from planning detailed planning, job assignment to monitoring progress and quality assurance.

Minh Duc is the source of inspiration and motivation for the working departments and brings professionalism and reliability to customers.



Nguyen Thien An - Document Specialist:

Ms. An is an experienced and dedicated person. Ms. An always shows care and dedication in all aspects of her work, from checking and comparing information in documents, and verifying the accuracy and completeness of data, to ensuring compliance.

Complying with customs procedures and regulations. With a high sense of responsibility, Ms. An has made an important contribution to the company's freight process, ensuring that all documents are handled correctly and in compliance. comply with legal procedures and requirements. This helps the company save time and resources and builds trust and confidence from customers.



Nguyen Anh Tuan - Accountant Specialist:

Mr. Tuan has the ability to grasp and apply the latest accounting regulations, ensuring full compliance with international accounting rules and standards. He is also skilled in preparing financial statements, analyzing accounting data, and making accurate judgments about the company's financial position.

With a deep understanding of the accounting field and strategic vision, Mr. Tuan makes an important contribution to maintaining and improving the company's accounting system.

Mr. Tuan's professionalism, dedication, and responsibility is an important assets to help ensure the sustainable development and success of the company.



*Outstanding individuals are at the core of **FYM Express's success and vision.**
With cooperation, expertise, and teamwork, we are committed to providing quality
and outstanding service to our customers.*



NETWORK SYSTEM

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FYM Express's network

is one of the key factors that help us achieve success in the shipping and customs sectors.

With the goal of providing quality services and meeting the diverse needs of customers, we have built and developed a wide and interconnected network system, including the following components:



Shipping partners: FYM Express has established reliable partnerships with many of the leading carriers in the market. We work closely with ocean, air, and land shipping companies to ensure that our customers' goods are transported safely and on time.

Our shipping partners have a team of experienced professionals and a high-quality management system that helps us meet all your freight requirements.



Infrastructure: FYM Express invests heavily in modern and advanced infrastructure to support our operations. We own and operate warehouses, distribution centers, and cargo handling centers equipped with the most advanced equipment and technology.

This helps us to manage and control the goods correctly, ensuring the safety and preservation of the goods during transportation.



Facilities: We own and operate a diverse range of vehicles and equipment to meet our customers' freight needs:

- ✔ A team of trucks transporting retail goods from 0.5 tons to 18 tons
- ✔ A team of tractors transporting 20', 40' containers, refrigerated containers, oversized containers,...
- ✔ Multi-axle dwarf and floor trailers for pulling super-long and super-weight goods from 30 to 200 tons
- ✔ Cranes from 10 tons to 300 tons
- ✔ Forklift from 1.5 to 30 tons
- ✔ Specialized equipment for transporting & reinforcing loads on the road and moving goods in narrow spaces such as factories and workshops



Information systems and technology: FYM Express applies advanced technology solutions to manage and track shipping and customs activities.

We use cargo management software, location tracking and monitoring systems, and mobile applications to ensure that customers can track their freight easily and conveniently.

Our information systems and technology help improve efficiency and accuracy in shipping and reduce customer time and effort.



Dealer network: FYM Express has built a wide agent network, including agents across the country and internationally. This enables us to reach and serve our customers in a variety of locations and ensures that our services are available close to our customers and flexible in meeting their needs.

FYM Express's network system has been designed and developed to ensure flexibility, efficiency, and responsiveness to customers' needs.

With the support of our shipping partners, modern infrastructure, advanced technology, information systems, and an extensive dealer network, we are confident to bring our customers the best transportation solutions and reliable, high-quality customs shipping and services.



OUR CUSTOMERS & PARTNERS

As a business that constantly strives, FYM Express is entering a new era in the field of import, export, and transportation. FYM Express's customers are diverse, in many different fields, operating throughout Vietnam, from domestic enterprises to multinational corporations operating in the world.

With increased **speed, power, agility, and reliability** from our close partnerships, we are able to bring best-in-class solutions to more businesses in more locations around the world.

With many years of operation in the domestic and international markets, **FYM Express** has built a strong cooperative relationship with its partners. Through this cooperation, we have jointly created sustainable values for our customers, while ensuring business goals.

Just as we want, the number of partners and customers of FYM Express is constantly increasing, our expertise and experience are also cultivated through many cooperations from different businesses.

We look forward to long-term cooperation between our partners and customers. Therefore, we will become stronger and stronger, maintain and develop the spirit of cooperation "WIN-WIN", and develop together.

We appreciate the goodwill cooperation and good feelings that our partners and customers have given us over the past time. And in the coming time, **we believe** that this partnership will continue to be cherished and preserved, bringing mutual benefits to both sides.



Our Partners:



Typical Customers:



CONCLUSION



On the journey to reach the big sea, **FYM Express Company** constantly tries, and strives with determination, and the highest spirit of solidarity. We are proud of our achievements and the values we bring to our customers, partners, and society.

Almost every project that we undertake around the world leaves a good impression on our customers, partners, and society. From shipping international goods, and handling customs procedures, to providing import and export support services, we are committed to meeting all requirements and exceeding customer expectations.

We not only actively contribute to the overall development of the country's economy - society, but also put our heart into building reliable and sustainable relationships with customers and partners. Professionalism, honesty, and dedication are the top criteria that we always adhere to in all activities.

With the vision and mission set out, FYM Express always tries and focuses on developing the core values of quality, progress and economic efficiency, professionalism, solidarity and cooperation, and spirit for the community, which is the driving force for the Company to develop, affirm and further promote the brand.

Our company would like to sincerely **thank our customers and partners** for their interest, trust, and opportunities to cooperate with us on the development steps. Your support and companionship are an integral part of our success.

We are committed to continuing to improve service quality, develop sustainably and maintain good relationships with customers and partners. We are proud to be your trusted partner and look forward to building a bright and successful future together.

Best regards,
FYM Express



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- ☎ Tel: 028 66 787 222
- ☎ Hotline: 0931 81 81 81/0342 181 181
- ✉ Email: info@fymexpress.com/vietnam@fymexpress.com

With the desire to serve our customers and partners in the best way, we are happy to support and answer all your questions. Customers and partners can contact us by phone number, hotline, or email to the above contact information.

We are very pleased to accompany and cooperate with you. Please contact us so that we have the opportunity to serve you in the best way.





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