FOR IMMEDIATE RELEASE

Ninja Van officially launches NinjaChat for Shippers

- *Personalised and immediate interactions with Ninja Van via preferred messaging apps*
- *Gives shippers direct access to Ninja Van's shipper support team or their dedicated account manager*
- *Launch of NinjaChat for Shippers is part of Ninja Van's continued focus on user experience*

Singapore, 10 September 2020 – Ninja Van, a tech-enabled express logistics company, has officially launched NinjaChat for Shippers, the business version of its AI-powered social messaging system, that provides shipping customers with a suite of tools for the direct management and monitoring of deliveries and orders.

"As one of the first companies to use technology to modernise the parcel delivery process in Southeast Asia, we've built a reputation as being a game-changer in the logistics sector. The rollout of NinjaChat is a natural progression for us, as we focus on using our technological capabilities to provide a newer and richer customer experience," said Tan Boxian, Ninja Van's Co-founder and Chief Product Officer.

This follows the successful roll-out of the consumer version of NinjaChat in late 2019, and is in line with Ninja Van's commitment to provide hassle-free solutions to all users of its service. NinjaChat for Shippers is now available in all of Ninja Van's six operating markets across Southeast Asia, and supports multiple regional languages across several of the region's preferred social messaging platforms - FB messenger, Telegram, Viber, Line, Whatsapp.

Users will be able to interact with Ninja Van through a social messaging app of their choice, and will gain access to enriched shipper notifications that enable them to track their orders at every step of the delivery process, manage their pickup reservations, and have a member of the shipper support team or their dedicated account manager attend directly to their queries through NinjaChat's chat function.

"Developing NinjaChat in-house allows us to deeply integrate it into our system and at the same time, customise, predict and adapt solutions that address behaviours and challenges specific to our shipping customers. In doing so, we can now provide highly-personalized experiences at scale that mimic the quality and immediacy of face-to-face interactions," said Shaun Chong, Ninja Van's Co-founder and Chief Technology Officer.

About Ninja Van

Ninja Van is a tech-enabled express logistics company providing hassle-free delivery solutions for businesses of all sizes across Southeast Asia. Launched in 2014, Ninja Van started operations in Singapore and has become the region's fastest growing last-mile logistics company, powering businesses with innovative logistics solutions. Today, Ninja Van has grown its network to cover six countries: Singapore, Malaysia, Philippines, Indonesia, Thailand and Vietnam. For more information, visit www.ninjavan.co.

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Appendix 1

List of NinjaChat features and services

NinjaChat (consumer version)	NinjaChat for Shippers
Enriched Consumer Notifications ● Parcel to be picked up ● Parcel picked up ● Parcel en-route to delivery ● Parcel delivery success ● Parcel Live Tracker **Delivery Management** ● Track Orders ● Reschedule failed delivery ● Contactless delivery **Support** ● Live Chat with Customer Service ● FAQs	**Enriched Shipper Notifications** ● Driver dispatched for Pick-up **Pick-up Management** ● Create Pick-up Reservation ● Reschedule/cancel Pick-up Reservation ● View upcoming Pick-ups ● Live pick up tracker (beta) **Support** ● Live Chat with Shipper Support/ dedicated Account Managers (Pocket AM) ● Shipper FAQs