



## BOWDEN TERMINAL CONSTRUCTION

**September 11, 2019**

**CUSTOMER SERVICE  
CENTER (24 HOURS)**

Phone: 800-824-2330

**WEBSITE**

[www.fecrwy.com](http://www.fecrwy.com)  
[www.fecrconnect.com](http://www.fecrconnect.com)

**EMERGENCY NUMBERS:**

General/Emergency Line:  
800-342-1131 (Press 1 to  
Report a railroad emergency.)

To report illegal dumping,  
contact the FECR  
Environmental Department at  
(904) 279-3277

**CUSTOMER SERVICE  
EMAILS:**

**Carload**  
[release@fecrwy.com](mailto:release@fecrwy.com)

**Intermodal**  
[fectsc@fecrwy.com](mailto:fectsc@fecrwy.com)

**Trucking**  
[fehscustserv@fecrwy.com](mailto:fehscustserv@fecrwy.com)

FEC Jacksonville Bowden Intermodal facility will be under construction 9/11-9/13 for a repaving project to a large portion of our facility. Customers may be delayed during in-gate or out-gate during this time. We apologize for any inconvenience this may cause, and will do everything we can to help expedite these processes.

**Customer Service Center**

Our Customer Service Team is currently available 24/7 via phone at 800-824-2330, or via email to answer any questions you may have regarding specific shipments or service. You may also obtain information on shipments via FECR Connect. Customers can request access to FECR Connect at [www.fecrconnect.com](http://www.fecrconnect.com).