



March 12, 2020

**CUSTOMER SERVICE
CENTER (24 HOURS)**

Phone: 800-824-2330

WEBSITE

www.fecrwy.com

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

Intermodal
fectsc@fecrwy.com

Trucking
fehscustserv@fecrwy.com

Florida East Coast Railway Customers and Partners,

FEC continues to carefully monitor the outbreak of COVID-19 (coronavirus), and is taking precautionary measures in alignment with the CDC to help ensure the health, and safety of our employees. FEC is confident in our ability to maintain operations, while continuing to provide the highest quality of support and service to our customers without service interruption.

At customers' requests, FEC is now mobilizing additional equipment to their locations to provide additional capacity needed to move critical shipments to Florida destinations.

Our IT team has prepared our systems to allow essential support personnel to operate remotely should it become necessary.

FEC Executive Management will continue to meet daily to review all aspects of operations during this time, and continue to provide further updates to scheduled service as necessary.

Thank you for your continued support and business relationship with Florida East Coast Railway!

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.