

## Sultrade - Operations Dept

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**De:** Vivek Mathew <vivek.mathew@trust-maritime.com>  
**Enviado em:** segunda-feira, 29 de dezembro de 2025 08:23  
**Para:** Sultrade - Operations Dept; operations@sultradeagency.com  
**Cc:** Purchase TMS; Field Service; 'Doun M. Nakao'; common01; 'Hironori Takahashi  
【高橋浩紀】'; Punusamy Ganeson; Khaing Saw Lwin; Ruby Eternity  
**Assunto:** FW: Ruby Eternity - Charterers Agent in Santos, Brazil

Dear Alex

Good Day!

Please be informed that our managed vessel MV RUBY ETEFRNITY will call Santos Brazil by 24<sup>th</sup> Jan 2026 for cargo discharge work.

KVH – USA Office is arranging VSAT Communication below deck unit - (23" x 15" x 9" at 16 lbs) and please let us know whether any restriction on the communication equipment shipment to Brazil and please share the shipment procedures and cost details.

We want Sultrade to give all shipment dispatch instruction, consignee address and convenient airport details for shipment clearance in Brazil side and also share the lead time involved with communication device clearance formalities.

We need to know parcel handling charges and nearest airport and shipment restriction details. Please share the shipment guidance and instruction and lead time details.

Thanks for your kind assistance.

Thanks & Brgds,  
Vivek Mathew  
Senior Purchasing Manager  
HP : +65 92286791  
(As ship managers & agents only)



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**From:** Field Service <fieldservice@kvh.com>  
**Sent:** Saturday, 27 December 2025 9:23 pm  
**To:** OPERATIONS-STTS@FERTIMPORT.COM.BR  
**Cc:** support@precisioninfocomm.com; Trustships TMS <trustships@trust-maritime.com>; mitsuru.nakao@doun.co.jp; common01 <common01@doun.co.jp>; jung.minho@doun.co.jp; Vivek Mathew <vivek.mathew@trust-maritime.com>; Punusamy Ganeson <punusamy.ganeson@trust-maritime.com>; hirofumi.tokunaga@doun.co.jp; hironori.takashi@doun.co.jp; rubyeternity9950428@gmail.com  
**Subject:** RE: Ruby Eternity - Charterers Agent in Santos, Brazil

ATTENTION: This email came from an external source. Do not open attachments or click on links from unknown senders or unexpected emails.

Hello FERTIMPORT,

This email is in regards to shipping a parcel (EXW) consisting of a replacement VSAT communications below deck unit (23" x 15" x 9" at 16 lbs) and kindly ask your assistance in safe delivery to the vessel Ruby Eternity before vessels departure, if time allows. Please revert back at soonest confirming ship-to address to receive the small parcel.

This is a warranty service, non-sale, so product value (\$3,995.00 USD) is shown on the shipping documents but they are discounted out at 100%. The unit will ship from the USA so kindly confirm there is sufficient time for transit including customs clearance and delivery onboard. I can also list "ships spares in transit" at your request. Please be aware that all importation and associated costs are vessels responsibility so we kindly request estimated costs to clear and deliver onboard for customers approval.

Regards,

Justin Costa  
KVH Global Field Service

----- Original Message -----

**From:** Ruby Eternity [rubyeternity9950428@gmail.com]

**Sent:** 12/26/2025, 6:14 PM

**To:** support@precisioninfocomm.com; fieldservice@kvh.com; punusamy.ganeson@trust-maritime.com; hirofumi.tokunaga@doun.co.jp

**Cc:** common01@doun.co.jp; jung.minho@doun.co.jp; vivek.mathew@trust-maritime.com; trustships@trust-maritime.com; hironori.takashi@doun.co.jp; mitsuru.nakao@doun.co.jp

**Subject:** Ruby Eternity - Charterers Agent in Santos, Brazil

To: Doun Kisen Co. Ltd

To: Trust Maritime Services

To: Precision Infocomm

To: KVH Field Service

Cc: As Addressed

Fm: Master of Ruby Eternity

Date:26 Dec 2025

Dear sir,

Good day,

Below agent full style for our coming call in Santos, Brazil for your perusal.

FERTIMPORT S.A. -SANTOS

ADDRESS: PRACA GUILHERME ARALHE 20 - 3RD FLOOR,

SAO PAULO, CEP 11015-305, SANTOS, BRAZIL  
EMAIL: OPERATIONS-STTS@FERTIMPORT.COM.BR  
PHONE: +55 1332780693  
WEBSITE: [WWW.FERTIMPORT.COM.BR](http://WWW.FERTIMPORT.COM.BR)

Thank you

Best Regards,

Capt. Marciel R. Bancure  
Master Ruby Eternity / V7A6028  
VSAT: +1(505)3177826  
B-up(Iridium): 881677118337  
Email: master@rubyeternity.vsl.commbbox.com  
Temp. Email: rubyeternity9950428@gmail.com

