

Dec 2025

Notice: All Refund Requests Moving to MyFinance – Effective 1 December

Dear valued customer,

Starting **1 December 2025**, we recommend that you begin using the **MyFinance portal** for all refund requests and bank detail updates. This change is designed to provide a faster, more secure, and fully trackable refund experience through MyFinance – ensuring you have full visibility and control at every step.

This advisory applies to customers who have not been using MyFinance for their refund and bank update requests.

Transition Timeline

Date	Phase	Details
1 December 2025	Soft Transition	Requests sent to the business email address will continue to be processed; however, customers will be guided to use MyFinance for all future refund submissions.
1 January 2026	Final Transition	The business email address will be fully decommissioned and will no longer accept any refund-related requests.

To ensure smooth and timely processing of refunds, please keep in mind:

- Refunds can be processed only when **no outstanding balance** exists on the relevant bill of lading and when **bank details in MyFinance are accurate and up to date**.
- For **third-party refunds**, the request must be initiated by the customer, and the third party must be **registered in MyFinance** with valid bank details. The previous **No Objection Certificate (NOC)** requirement has now been removed.

If you have questions about your refund status, please reach out to your **respective Collections agent**.

For technical support with MyFinance, you may **raise a case** directly in the portal or contact the **Live Assistant** ([here](#)).

You can also find step-by-step guides for [bank detail updates](#), [refund submissions](#), and [third-party refunds](#) within MyFinance.

Thank you for your cooperation.

Sincerely,
A. P. Moller – Maersk