



**RE: Beira CX agent contacts**

Dear Valued Customer,

Please note that for customer service-related queries with regards to your bookings the correct contacts are as follows, in order of escalation:

- 1) Import counter focal: Edson Fernao  
Email: [mz.import@maersk.com](mailto:mz.import@maersk.com)  
Mob: + 258 84 311 7624 (shared duty phone)
  
- 2) Import team leader: Vania Bene (currently on maternity leave till 2 May 2021)  
Email: [Vania.Bene@maersk.com](mailto:Vania.Bene@maersk.com) (escalations only)  
Mob: +258 84 332 0738
  
- 3) Overall customer service manager: Rumbidzai Chifunyise  
Email: [Rumbidzai.Chifunyise@maersk.com](mailto:Rumbidzai.Chifunyise@maersk.com)  
Mob: +263 77 215 5159

Ideally, all email requests are going through to [mz.import@maersk.com](mailto:mz.import@maersk.com) which is manned by Edson and team during normal working hours (8am to 4pm)

Please advise whether you/your team already know the above persons or not – in case not, will ask Rumbidzai to set up an onboarding call for you & your team.

Your sincerely

**Rumbidzai Chifunyise**

**Customer Service Manager**

Malawi, Mozambique, Zambia and Zimbabwe

