



RE: Beira CX agent Contacts

Dear Valued Customer

Please note for future reference, for customer experience issues please use the below escalation matrix. The correct contacts are as follows, in order of escalation:

- 1) Export Customer experience Agent: Katia Gulamo & Jussara Pereira
Email: mz.export@maersk.com

Phone: +258 23 340 718

Mobile: +258 84 33 20 740 (Jussara)

Phone: +258 23 340 725

Mobile: +258 84 31 34 396 (Katia)

- 2) Customer Experience Manager: Rumbidzai Chifunyise
Email: Rumbidzai.Chifunyise@maersk.com
Mob: +263 77 215 5159

Please send all email requests to mz.export@maersk.com which is manned by CX team working with an email turnaround time of 4hrs Monday to Friday. (8am to 4pm)

Please include CX manager in your emails ONLY for escalations otherwise the CX team will be happy to assist.