



RE: Maputo 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: Agostinho Manhica
Email: mz.import@maersk.com
Mob: + 258 84 3046668 (shared duty phone)
Landline: +258 21347105

- 2) Import team leader: Vania Bene (currently on maternity leave till 2 May 2021)
Email: Vania.Bene@maersk.com (escalations only)
Mob: +258 84 332 0738

- 3) Overall customer service manager: Rumbidzai Chifunyise
Email: Rumbidzai.Chifunyise@maersk.com
Mob: +263 77 215 5159

Ideally, all email requests are going through to 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

