



## RE: Zambia 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: Mufaro Masanganise & Danai Makumbe  
Email: [zm.export@maersk.com](mailto:zm.export@maersk.com)  
  
Phone: +263 4 886370-9  
Mobile: +263 772907793 (Danai)  
  
Phone: +263 4 886370-9  
Mobile: +263 772160182 (Mufaro)
- 2) Customer Experience Manager: Rumbidzai Chifunyise  
Email: [Rumbidzai.Chifunyise@maersk.com](mailto:Rumbidzai.Chifunyise@maersk.com)  
Mob: +263 77 215 5159

Please send all email requests to [zm.export@maersk.com](mailto:zm.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.