



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) Import Customer experience Agent: **Bwalya Mwila**

Email: zm.import@maersk.com

Phone: +260 211 255591/4

Cell: +260 963 898 080

2) **First escalation**

Counter Team Leader: Vania Bene

Email: vania.bene@maersk.com

Mobile: + 258 843320738

Phone: +258 23 340 700 (switchboard)

Phone: +258 23 340 726 (direct)

3) **Second escalation**

Customer Experience Manager: Rumbidzai Chifunyise

Email: Rumbidzai.Chifunyise@maersk.com

Mob: +263 77 215 5159

Please send all email requests to zm.import@maersk.com which is manned by CX team working with an email turnaround time of 4hrs Monday to Friday. (8am to 4.30pm)

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