



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
Email: zm.import@maersk.com
Mobile: + 260 9638 98080
Mobile: + 265 8859 82107

- 2) Export Customer experience Agent
Email: zm.export@maersk.com
Mobile: + 260 9638 98080
Mobile: + 265 8859 82107

Customer Experience Leaders:
Issufo Alombue & Jussara Pereira
Email: issufo.alombue@maersk.com
Email: jussara.pereira@maersk.com
Mobile: +258 84 332 0738
Mobile: +258 84 332 0740

Please send all email requests to:

zm.import@maersk.com or zm.import@maersk.com

which is manned by CX teamworking with an email turnaround time of 4hrs Monday to Friday. (08.00am to 4.30pm)

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