Customer Advisory
Refund Request via Maersk Website – Function My Finance

October 4th, 2021

Dear Valued customer,

We hear you and Maersk tries to do our best to bring an innovative solution for you. Now Maersk is providing “Refunds” solution to all our Customers and Agents at a click of a button.

Till now we had multiple touch points for requesting Refunds like counters/Business Address, but now we are pleased to introduce "My finance – Refunds".

Overview:
Below will be listed under refund tab for customer to submit the request:
- Payments marked as Overpayment
- Duplicate Payment
- Container Deposit

Customers and Agents could request for Refunds only if it is posted under there ledger and would be considering as potential refunds that can be requested by customers.
Customers are encouraged to request collectors to adjust these against their outstanding invoices.
Customers kindly ensure that there are no outstanding invoices prior raising a request, as there are chances that these could be rejected.

New bank account will be added to Our Master Data (any one of the below mandatory details)
1. Cancelled cheque copy
2. Bank statement
3. Company letter head along with stamp & signature.
4. Bank confirmation letter head along with stamp & signature.

Starting from November 15th, 2021, we will no longer accept manual refunds via email anymore.

On raising a request through My Finance, the registration and approval/rejection will be communicated to the mail ID provided in the request.

Sincerely,
Your Maersk
Guidelines of the E-Refund on Maersk Website

We strive to deliver the best innovative digitalized solutions to customer in order make sure that you will receive the best quality of services of all time.

**Step 1:**
- Go to [www.maersk.com](http://www.maersk.com)
- Click on below picture to log-in

![Login page](image)

**Step 2:**
- Input User Name and Password to log-in

![Login page](image)
Step 3:
- Click on Manage and Go to Myfinance
- Click on “See More” and “Customize SOA”
- Click on “Re-Direct”
Step 4:
- See if there is any pending invoice in “Open Invoice”
- Please make sure that all pending invoices must be settled before submitted refunds
- Proceed clicking on “Refund” Button
Step 5:
- There are 2 kinds of refunds:
  1). Over-Payment: The payment you have overpaid to Maersk. It will appear here.
  2). Container Refund: The payment you have paid for container security deposit.
- The amount for each transaction is listed for your review
- Tick on the small box at the beginning of the transaction you wish you refund back
- Click on “Create Refund”

Step 6:
- Fill in below required information
- Refund to party: The party you wish to refund to, and the code can be found in the official receipt.

**Note:** If you wish to refund to third party, please click on “Refund Party Search”
- Customer Email and Additional Email are required to communicate
- Cheque Address is the name of your company to be written on Cheque
- Instruction to Approver: In case you wish to have any comments, please insert.
Step 7:
- Choose files that are required:
  a). Equipment Interchange Receipt – IN (EIR – IN)
  b). Official Receipt
  c). Authorization Letter (Only if refunds to third party)
- Once all documents have been uploaded, please click on send to submit the refunds
Your refunds have been successfully submitted. We will proceed it and confirm back once the payment is ready.

If there is any inquiry related to the refund, please kindly find below contact:-:

<table>
<thead>
<tr>
<th>No.</th>
<th>Team</th>
<th>Email</th>
<th>Phone Contact</th>
<th>Scope</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Refund Team</td>
<td><a href="mailto:KH.CONTAINERDEPOSIT@MAERSK.COM">KH.CONTAINERDEPOSIT@MAERSK.COM</a></td>
<td>N/A</td>
<td>Container Deposit Refund Related Issues</td>
</tr>
<tr>
<td>2</td>
<td>Customer Service Export</td>
<td><a href="mailto:KH.EXPORT@MAERSK.COM">KH.EXPORT@MAERSK.COM</a></td>
<td>023 962 592</td>
<td>All operational related issues (Export)</td>
</tr>
<tr>
<td>3</td>
<td>Customer Service Import</td>
<td><a href="mailto:KH.IMPORT@MAERSK.COM">KH.IMPORT@MAERSK.COM</a></td>
<td>023 962 592</td>
<td>All operational related issues (Import)</td>
</tr>
</tbody>
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