

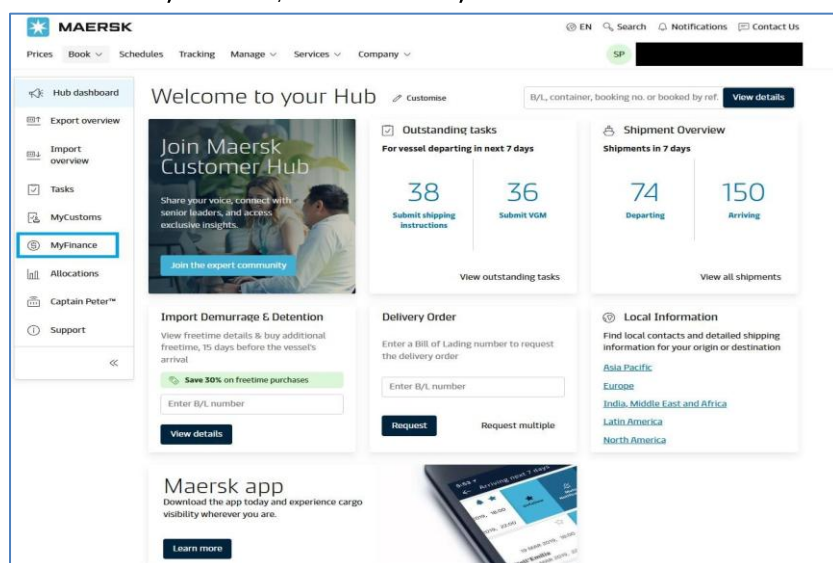
Maersk Mexico

## Pasos para presentar una solicitud de reembolso a terceros

Estimado cliente,



Con la finalidad de conocer nuestro proceso interno a través del portal web **MAERSK.com**, lo invitamos a consultar los pasos a seguir para el proceso de reembolsos a terceros.

1. Crea una cuenta en **Maersk.com**. Se generará automáticamente una cuenta **MyFinance**.
2. Accede a **MyFinance** y selecciona "Soy un cliente".



3. En la pestaña **Créditos y Reembolsos**, selecciona el crédito reembolsable.

- Se pueden solicitar reembolsos por artículos individuales o varios.
- **Importante:** Si hay un saldo pendiente en el mismo BL, el reembolso será rechazado automáticamente. El estado de cuenta deberá estar al corriente para solicitar su proceso de reembolso.

Dashboard	Open	Overdue	Paid	Disputed	<b>Credits &amp; Refunds (83)</b>	E-statement
<b>Credits &amp; Refunds</b>						
Active (83)		Utilised	Pay using file upload		Export selection (1)	Filter
<input type="checkbox"/>	Credit no. T1	Reference	Credit amount T1	Issue date T1	Type ↓	Status
<input type="checkbox"/>		BL	EUR 3,083.26	30 Apr 2025	Refundable Overpayment	Open
<input checked="" type="checkbox"/>		BL	USD 1,000.00	07 Sep 2023	Refundable Container deposit	Open
<input type="checkbox"/>		BL	USD 1,000.00	12 May 2023	Refundable Container deposit	Open
<input type="checkbox"/>		BL	USD 1,000.00	02 Oct 2023	Refundable Container deposit	In Progress
<input type="checkbox"/>		BL	USD 4,000.00	18 Jun 2024	Refundable Container deposit	In Progress
<input type="checkbox"/>		BL	USD 4,000.00	18 Jun 2024	Refundable Container deposit	In Progress
Total: USD 1,000.00			  <a href="#">Refund →</a>			

4. Selecciona la opción **reembolso a terceros**, a fin de generar la solicitud d la entidad a requerir la emisión del deposito

•**Importante:** Ya no se requiere un **Certificado de No Objeción**; la entidad a realizar el depósito ya debe **contar con registro y numero de cliente en nuestro portal Web**.

5. Ingrese el numero de cliente registrado en portal Web y verifique el numero coincida con la razón social.

Una vez validada la información daremos click **en Generar solicitud de reembolso**

- **Importante:** marcar la casilla de confirmación bajo términos y condiciones.

### Create Refund Request

Your selected credit note(s)

Credit note no.	B/L no.	Refund amount
Container deposit		USD 1,000.00
<b>Total amount</b>		<b>USD 1,000.00</b>

Refund to third party ☒ Refund to third party ⓘ

Customer code of refund party  
32192

Customer name of refund party  
AM JE

☒ By confirming and authorising a refund to a third party, the credit owner (customer) acknowledges and agrees to the following:

- The credit owner confirms that the designated third party is authorised to receive the refund on their behalf. Maersk shall not be responsible for verifying the identity or legitimacy of the third party beyond the credit owner's confirmation.
- Maersk shall not be held liable for any loss, dispute, or consequence arising from the refund being issued to a third party as per the credit owner's instruction or confirmation.
- Once the refund is processed to the authorised third party, Maersk considers the transaction complete and shall not entertain further claims or reversals related to the refund.
- The credit owner is responsible for ensuring the accuracy of the third party's details (e.g., name, bank account, contact information). Maersk shall not be liable for errors resulting from incorrect or incomplete information provided.
- The credit owner agrees to provide any documentation or confirmation required by Maersk to support the refund authorisation. Maersk reserves the right to retain such documentation for audit and compliance purposes.
- For audit purposes, Maersk may maintain a readable comment inside the document to reflect the approval. A screenshot of the comment section within the refund document can be taken and retained as sufficient documentation.

6. Una vez enviada, la solicitud de reembolso se registra correctamente. Recibirás actualizaciones de estado a través del correo electrónico registrado en **MyFinance**.

### Thank you for your refund request

Successful

Your refund request has been successfully created for the below credit line item(s).

**Review**

We will review and notify you on the status of your request within 5 - 7 work days.

**Status**

You can always review the status of your refund request in the **Credits & Refunds** tab.

Acknowledgement sent to  
Date of request  
Refund method  
Credited to

srinivas.pathi@maersk.com

14 Nov 2025

075 \*\*\*\* 0 \*\*\*\* 759

IDBI BANK LTD

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Credit note no.	Reference	Refund reference	Refund amount
Successful Advance payment		6097 5001 9004	741.89
<b>Total amount</b>			<b>AED 741.89</b>

En caso de presentar cualquier duda o reto, les agradecemos accionar los siguientes canales de comunicación:

- Primer canal: Atención **vía chat** a través del portal.
- **Cientes con crédito:** Enviar correo a [mx.collections@maersk.com](mailto:mx.collections@maersk.com)
- **Cientes sin crédito:** Enviar correo a [mx.cash.collections@maersk.com](mailto:mx.cash.collections@maersk.com)

Agradecemos de antemano su atención.

Atentamente,

A. P. Moller – Maersk