FAQ – CARD PAYMENTS
IN NON 3DS COUNTRIES

WHAT DO I NEED TO DO TO PAY WITH MY CREDIT CARD?
You just need to be registered as a MyFinance user on www.maerskline.com. When you are logged in, you can directly access our payment system, MyFinance, where you will see the details of your invoices and how to pay.

CAN I PAY WITH CREDIT CARD IN ALL COUNTRIES?
Service is available in Ecuador, Finland, Peru, Malta, Cyprus, Latvia, Bolivia, Chile, Greece, Lithuania, Hong Kong, Slovakia, Slovenia, Estonia, Macau, Belgium, United States, Netherlands, Germany, Spain, Portugal.

WHAT TYPE OF INVOICES CAN I PAY WITH CREDIT CARD?
Any visible invoice on your MyFinance account can be paid by credit card.

DO I NEED TO ENTER MY CARD DETAILS AT EVERY PAYMENT?
That is up to you. You can choose to save your credit card details in the system, making it possible to select the stored card going forward.

WHAT SHOULD I DO TO PAY?
Under the e-Payment tab in MyFinance, you will select any outstanding invoices in the same currency. Then select the credit card you wish to use or add a new credit card, enter the CVV code (on the backside of the card), agree to terms and conditions and click PAY. You will then get a confirmation, stating ‘You have paid the bills listed. We are debiting your credit card xxxxxxxxxxxx1234 with: USDxxx’. You can choose to print your confirmation.

CAN I USE THE SAME STORED CARD ACROSS OTHER BRANDS SUCH AS SAFMARINE.COM?
Yes, the same card can be registered for use across our brands as well as on multiple accounts.

HOW CAN I MAKE CARD PAYMENTS TO MAERSK LINE?
The functionality is implemented as a part of our online website, My Finance, where you can view and pay your invoice with your credit card.

IS PAYMENT USING CREDIT CARD ONLINE SECURE?
Yes, just as you would pay with your credit card on any bank-approved website. We care a lot about security and our solution meets the Payment Card Industry’s (PCI) standards.

ARE THERE ANY FEES CHARGED FOR PAYING ONLINE?
No, we will make sure that the credit card transaction charges are absorbed by Maersk Line. However if you choose to pay in another currency than invoice currency, you as the customer, will be charged for international fees billed by your card issuer.

CAN I SELECT AND PAY INVOICES IN DIFFERENT CURRENCIES?
Yes, but not in the same transaction. However if you choose to pay in another currency than invoice currency, you as the customer, will be charged for international fees billed by your card issuer.

HOW DO I CANCEL MY ORDER AND GET A REFUND?
You may contact your regular Maersk Line focal to request for cancellation of payment.

WHAT IF I AM CHARGED FOR TRANSACTIONS THAT I HAVE NOT MADE?
If there are unauthorized transactions recorded in your statement from the card issuer, please follow up with your bank.

WHAT IS MAERSK LINE’S POLICY ON REFUNDS VIA CREDIT CARD?
Approved refunds can be returned to the same card used and we will of course ensure current refund policies by Maersk Line will apply.

CAN I ENABLE SOMEONE ELSE TO PAY ON MY BEHALF?
Yes, other users can be created with your profile and hence log in to pay with the same credit card, or they can use any other credit cards they prefer. This makes it flexible and easy to use.

PAYMENTS
WHAT ARE THE MANDATORY REQUIREMENTS IN MAKING ONLINE CARD PAYMENT VIA MY FINANCE?
The following are required:
- Valid credit card that has not expired
- Card verification code CVV

ARE THERE ANY LIMITATIONS ON MONETARY AMOUNTS?
In order to protect the company and our customers we have deployed a fraud check restricting single payment transactions to not exceed USD 10,000.
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GET IN TOUCH!
for other information, contact your local Maersk Line Office today.
www.maerskline.com

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