

Customer Advisory

CONTAINER DEPOSIT REFUND - HARD STOP ON DECEMBER 31, 2025

October 27th, 2025

Dear Valued Customers,

Greetings for the day!

We are pleased to announce the initiation of our Q4 Clean-up project.

We would like to remind you that if you have made any deposit payments to Maersk, you must submit a refund request before 31st December 2025. After this date, we will no longer be able to process refund requests. If you have existing overdue invoices, you may use to utilize the deposit credit with the outstanding invoice by providing consent via email.

*****Deadline for submissions:** Please ensure all refund requests and supporting documents are submitted before 31st December 2025.

To submit a refund request, please email us at KH.containerdeposit@maersk.com and include the following information:

- Your name and contact information
- The date of your deposit payment
- The amount of your deposit payment
- The invoice number or BL number associated with your deposit payment

Please submit the following supporting documents to process your refund:

- Container deposit receipt
- EIR in/out receipt
- Authorization letter for third-party refund
- Customer's bank confirmation letter

Note: If you are the direct consignee seeking a refund for a deposit payment, please apply for the refund on the MyFinance portal/website. The above-mentioned refund process is applicable for third-party refunds only.

We apologize for any inconvenience this may cause and appreciate your understanding.

If you have any questions or concerns, please do not hesitate to contact us at KH.containerdeposit@maersk.com.

Sincerely,

P. Moller – Maersk