

Date: 22nd April 2025**Booking on Hold (BOH) Policy**

Dear Customer,

Below is the advisory of Booking on Hold (BOH) process which triggered in case of non-payment of outstanding after multiple follow ups (Dunning 4 notice is the last notice/reminder)

- As per the policy, customers must pay all the outstanding as per the net due date mentioned on the invoice.
- Consequence of late payment:
 - Late Payment fees apply after Net due date passed
 - Booking on Hold together with Credit revocation (If credit customer) apply after Dunning 4 Notice.
- During Booking on Hold, customer will not be able to book any new shipments, and BL/OD release will be put on hold for any on-boarded shipments. Booking on Hold will be lifted once all overdue payment is made. Customer must provide payment details like payment slip etc. This will help Maersk to check the payment received in Bank. The overall process to lift the Booking on Hold and credit reinstatement takes around 24-48 hours.

Attention: -

- Overall Process is triggered due to outstanding and may lead to additional charges such as storage, detention, or demurrage. Maersk will not be responsible for any such charges.
- Maersk is having outstanding recovery process which includes weekly Statements of Account (SOA), email reminders, periodic Dunnings up to level 4, and phone calls.
- **Maersk A/S Payment application contact point:**
Singapore- SGRELEASEDESK@maersk.com, **Malaysia** MALFINCOUNTER@MAERSK.COM
- **Maersk A/S Ocean Account Receivable Team contact point:**
Singapore - sg.collections@maersk.com, **Malaysia -** my.collections@maersk.com;

To know more about your account outstanding, credit notes, download invoice/ paid invoice and log the dispute with status of accepted and rejected, please visit our website – MYFINANCE:
<https://www.maersk.com/>

If you have any questions or need further clarification, please do not hesitate to contact us. We are here to support you and ensure a seamless experience.

Sincerely,

Maersk – Account Receivables Team