

Customer Advisory

Dear Valued Customer,

We are excited to enhance your experience with Maersk. To streamline your payment settlement process and ensure timely release of bills of lading and goods, please follow the detailed instructions below.

1. Payment Details:

Include the bill of lading or invoice number in the bank payment information for automatic account reconciliation.

2. Payment Reflection:

It takes around 1 working day to reflect the funds in our account hence request you to arrange payments in advance to avoid delays in goods release.

3. New Contact Information (Choose one email at a time to avoid any delays):

- Urgent AFR requests/queries (POP Based): APAafrrrelease@maersk.com
- Other payment-related queries: MYpayapps@maersk.com

⚠ The existing email address → MALFINCOUNTER@MAERSK.COM will be decommissioned and will no longer be available after May 15, 2025, hence we kindly ask you to start using the new email addresses provided above.

Steps to be followed for sharing the remittance advice for timely payment application:

- Mention the Invoice/BL number in the **"Note to Payee"** when the payment initiated or deposited into Maersk bank, send **"Remittance Advice"** separately if there is any problem to input the details while depositing the payments.
- Payments will **NOT** be applied if there is no information in "Note to Payee" or "No Remittance" details shared.
- Invoice/BL details should be provided in editable format. Kindly use below standard format.

Maersk Invoice Number (contains 10 digit)	BL Number (contains 9 digit)	Amount Paid
1234567890	987654321	1000

- Include 'BL' and the **"9-digit number"** in the email subject or body to prioritize the AFR requests.
- Include customer name & total payment amount in the email subject line in case of a different payer.
- Use the exact invoice amount and open credits from the statement of account.
- Address emails in "TO" for timely responses; emails in "CC" will not be monitored.

Payment Modes and Processing Times:

- Electronic Funds Transfer (EFT): 4-6 Hours
- Foreign Currency Payment: 2-3 Days
- CHEQUE: 48 to 72 Hours
- Online Payment via Credit Card: Instant payment application

For queries about non-payment applications, use the contact listed below and avoid the cash application BA addresses:

- Disputes: Disputes@maersk.com
- Refund: OTCAPARefunds@maersk.com
- Shipment release/SWB/EDO: my.export@maersk.com (Export) | my.import@maersk.com (Import)
- Accounts Receivable (AR) queries/BOH Removal: my.collections@maersk.com
(It takes approx. 24 hours to reactivate the account provided all overdue invoices already paid)

You can view, download, dispute, and pay invoices online through MyFinance. Additionally, you can check the payment application status and raise a refund request using this link → <https://www.maersk.com/myfinance/>

Thank you for your understanding and cooperation.

Sincerely,

Maersk Cash Apps Team - Malaysia