

Refund Request Requirements 2015

To Our Valued Customer,

The following are refund requests that shall be processed.

➤ Container Deposit

1. Accomplished Refund Application Form using the company letterhead of company name indicated on the Maersk Line Official Receipt (O.R.)
2. Maersk Line Official Receipt (O.R.) copy as proof of payment
3. Equipment Interchange Report (EIR) copy of return empty container
4. BIR Form 2303 (Certificate of Registration) - Additional Requirement for Brokers, if CHEQUE IS PAYABLE TO BROKER and not yet registered with Maersk Line.

➤ Overpayment

1. Accomplished Refund Application Form using the company letterhead of company name indicated on the Maersk Line Official Receipt (O.R.)
2. Maersk Line Official Receipt (O.R.) copy as proof of payment
3. BIR Form 2303 (Certificate of Registration) copy -Additional Requirement for Brokers, if CHEQUE IS PAYABLE TO BROKER and not yet registered with Maersk Line.

The Refund Application Form is available in our website: <http://www.maerskline.com/en-ph/countries/ph/world%20factbook/import/forms-certificates>. There is no need to register or log-in.

Processing will take **3 to 4** weeks upon receipt of the complete requirements. The request will not be processed if the requestor has an overdue on the account.

When claiming the refund cheque, please submit below documents:

1. Authorization letter using the company letterhead of the requestor.
2. Photocopy of a Valid Identification Card of the representative who is authorized on the letter.

Please note that all refund concerns such as submission of all the requirements, status inquiries/follow-ups, and availability of refund must be directly communicated via email to our Finance Refund Department, email address MNLGSCOTCWOREF@maersk.com.

Releasing of refund is centralized at our Manila Office - MCC Transport Philippines, 9/F One E-com Center, Harbor Drive cor. Sunset Ave., Mall of Asia, 1300 Pasay City, Metro Manila, Philippines. Should you wish to claim the cheque in the branches, please instruct us via email.

Your business is important to us and we wish to reiterate our commitment to serve you better while ensuring we stay compliant with our company directives.

Thank you for your continued support and trust.

Best Regards,

Maersk Filipinas, Inc.