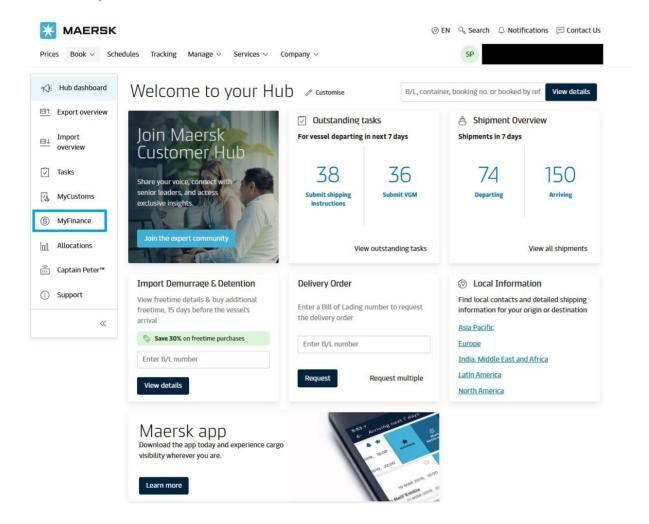
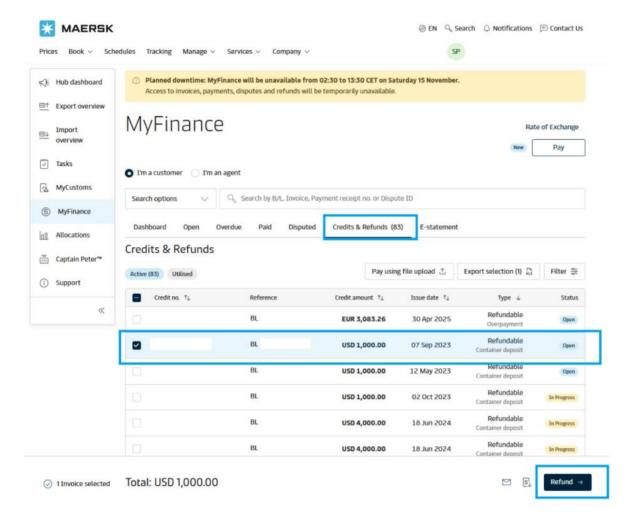
## **Steps to submit a Refund Request**

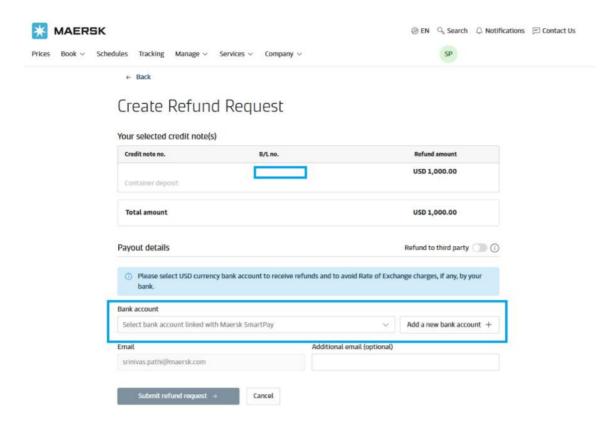
- 1. Create an account on Maersk.com. A MyFinance account will be automatically generated.
- 2. Access MyFinance and select "I'm a Customer."



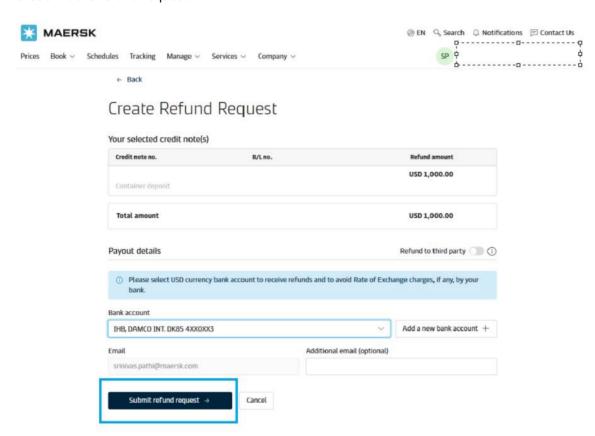
- 2. In the Credits & Refunds tab, select the refundable credit.
  - Refunds can be requested for single or multiple items.
  - **Important:** If there is an outstanding balance on the same BL, the refund will be automatically rejected. Settle the outstanding before submitting a request.



4. Choose the bank account where the credit should be refunded.



5. Submit the refund request.



6. Once submitted, the refund request is successfully logged. You will receive status updates via the registered email in MyFinance.

