

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."**

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Hub dashboard

Export overview

Import overview

Tasks

MyCustoms

MyFinance

Allocations

Captain Peter™

Support

«

Welcome to your Hub

Customise

B/L, container, booking no. or booked by ref. View details

Join Maersk Customer Hub

Share your voice, connect with senior leaders, and access exclusive insights.

Join the expert community

Import Demurrage & Detention

View freetime details & buy additional freetime, 15 days before the vessel's arrival

Save 30% on freetime purchases

Enter B/L number

View details

Maersk app

Download the app today and experience cargo visibility wherever you are.

Learn more

Outstanding tasks

For vessel departing in next 7 days

38 Submit shipping instructions

36 Submit VGM

View outstanding tasks

Shipment Overview

Shipments in 7 days

74 Departing

150 Arriving

View all shipments

Delivery Order

Enter a Bill of Lading number to request the delivery order

Enter B/L number

Request Request multiple

Local Information

Find local contacts and detailed shipping information for your origin or destination

Asia Pacific

Europe

India, Middle East and Africa

Latin America

North America

Maersk app

Download the app today and experience cargo visibility wherever you are.

Learn more

Classification: Public

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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.

Hub dashboard

Export overview

Import overview

Tasks

MyCustoms

MyFinance

Allocations

Captain Peter™

Support

Planned downtime: MyFinance will be unavailable from 02:30 to 13:30 CET on Saturday 15 November. Access to invoices, payments, disputes and refunds will be temporarily unavailable.

MyFinance

Rate of Exchange

NowPay

I'm a customer

I'm an agent

Search options

Search by B/L, Invoice, Payment receipt no. or Dispute ID

Dashboard

Open

Overdue

Paid

Disputed

Credits & Refunds (83)

E-statement

Credits & Refunds

Active (83)

Utilised

Pay using file upload

Export selection (1)

Filter

Credit no.	Reference	Credit amount	Issue date	Type	Status
☐	BL	EUR 3,083.26	30 Apr 2025	Refundable Overpayment	Open
☒	BL	USD 1,000.00	07 Sep 2023	Refundable Container deposit	Open
☐	BL	USD 1,000.00	12 May 2023	Refundable Container deposit	Open
☐	BL	USD 1,000.00	02 Oct 2023	Refundable Container deposit	In Progress
☐	BL	USD 4,000.00	18 Jun 2024	Refundable Container deposit	In Progress
☐	BL	USD 4,000.00	18 Jun 2024	Refundable Container deposit	In Progress

1 Invoice selected

Total: USD 1,000.00

Refund

Classification: Public

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

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Create Refund Request

Your selected credit note(s)

Credit note no.	B/L no.	Refund amount
Container deposit		USD 1,000.00
Total amount		USD 1,000.00

Payout details

Refund to third party ☐ ⓘ

ⓘ Please select USD currency bank account to receive refunds and to avoid Rate of Exchange charges, if any, by your bank.

Bank account

Select bank account linked with Maersk SmartPay

Add a new bank account +

Email

srinivas.pathi@maersk.com

Additional email (optional)

Submit refund request →

Cancel

5. Submit the refund request.

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Refund to third party ☐ ⓘ

ⓘ Please select USD currency bank account to receive refunds and to avoid Rate of Exchange charges, if any, by your bank.

Bank account

IHB, DAMCO INT. DK85 4XX0XX3

Add a new bank account +

Email

srinivas.pathi@maersk.com

Additional email (optional)

Submit refund request →

Cancel

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

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Thank you for your refund request

Successful

Your refund request has been successfully created for the below credit line item(s).

Review

We will review and notify you on the status of your request within 5 - 7 work days.

Status

You can always review the status of your refund request in the [Credits & Refunds tab](#).

Acknowledgement sent to

srinivas.pathi@maersk.com

Date of request

14 Nov 2025

Refund method

075 **** 0 **** 759
IDBI BANK LTD

Credited to

INI
I i6 D

	Credit note no.	Reference	Refund reference	Refund amount
Successful	Advance payment		6097 5001 9004	741.89
Total amount				AED 741.89