



RE: Mozambique CX agent Contacts

Dear Valued Customer

Please note for future reference, for customer experience issues please use the below escalation matrix. The correct contacts are as follows, in order of escalation:

- 1) Export Customer experience Agent

Email: mz.export@maersk.com

- 2) Import Customer experience Agent

Email: mz.import@maersk.com

Phone: +258 23 340 700

Mobile: +258 84 311 7624

Mobile: +258 84 304 6668

- 3) Customer Experience Leaders:

Issufo Alombue & Jussara Pereira

Email: issufo.alombue@maersk.com

Email: jussara.pereira@maersk.com

Mobile: +258 84 332 0738

Mobile: +258 84 332 0740

Please send all email requests to mz.export@maersk.com or mz.import@maersk.com which is manned by CX teamworking with an email turnaround time of 4hrs Monday to Friday. (8am to 4pm)

Please include Leaders in your emails ONLY for escalations otherwise the CX team will be happy to assist.