

1st October 2019

Myanmar Refund Process (update)

Dear Valued Customers,

We, Maersk, Sealand-A Maersk Company (Asia), Safmarine, would like to provide you a summarized of local surcharges for Myanmar Import and Export cargo as a refreshment.

In our effort to facilitate your business more convenient, we Maersk, Sealand, please to inform you that Maersk Myanmar Limited. has information for refund process timeline and payment by cheque as below.

1/ Time line for Refund Request & Process: refund should be request within below timeline:

Import Detention	: within 90 days from Gate-in Empty
Import service charges & documentation	: within 90 days from vessel ETA
Export local charges	: within 90 days from vessel ETD

Refund will be proceeded **within 2 weeks** after **received a completed set of required documents**.

Refund requests later above timeline will be rejected as your overpaid amounts will be automatically write back from System and cannot proceed refund.

2/ Required documents:

- Refund request
Maersk/Sealand (Asia)/Safmarine official receipts copy must be submitted in your refund request.
Prefer to accept refund request by email.

- Refund Cheque collection

Below original documents must be presented when refund cheque collect:

- ✓ Authorized letter to a representative (**collector/payee cheque**) (OR) company bank detail (**for transfer/clearing cheque**) in letterhead with original company seal and Authorized person's signature of consignee company/recorded payer party
- ✓ NRC's copy of representative's (cheque collector)
- ✓ Consignee (recorded payer party)'s Official receipts for acknowledgement of refund cheque received

3/ Deadline to pick up cheque:

If cheque is not picked up within 3 months after issued date, cheque will be automatically cancelled.

Should you have any further queries, please contact local representative.

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We thank you for your ongoing and valuable support.

Yours faithfully,

Maersk Myanmar Limited.

Maersk Line Myanmar Ltd.

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