

Dear Valued Customer,

At Maersk A/S, we strive to understand and listen to your needs and challenges when it comes to moving your precious goods around the world. We understand importance of receiving timely response. For your easy approaching, please kindly refer to below Finance touch points, we do care about your experience and wish to hear your voice as always!

We need your support to follow escalation points as per timeline mentioned before calling to our finance desk. We are in midst of shut down our finance call number.

Finance Touch Points

Invoicing related	Payment related & Freight release	Refund	Dunnings & General Finance queries	BL and DO release
<ul style="list-style-type: none"> ■ Ocean Business: <ul style="list-style-type: none"> ● Primary contact to get invoice. <p>https://www.maersk.com/</p> <p>Escalation 1: CENWWWVSVCREG@maersk.com</p> <p>Escalation 2: Navnath.Hambarde@maersk.com</p> <p>Escalation 3: Anne.LiangWeiQi@maersk.com</p>	<p>MMRELEASEDESK@maersk.com</p> <p>Expected Response time: 4 hours</p> <p>Escalation1: vivian.wei.wei@maersk.com</p> <p>Escalation 2: daisy.huang@maersk.com</p>	<p>VNCFINRFD@maersk.com</p> <p>Email Response time: 24 hours</p> <p>Expected refund time: 30 Days</p> <p>Escalation post 30 days: anthony.bautista@maersk.com</p> <p>Escalation 2: sandra.ignatius@maersk.com Navnath.Hambarde@maersk.com</p> <p>Escalation 3: Anne.LiangWeiQi@maersk.com</p>	<p>Myanmarcollection@maersk.com</p> <p>Expected Response time: 24 hours</p> <p>Escalation 1: anand.bansode@maersk.com</p> <p>Escalation 2: Navnath.Hambarde@maersk.com</p> <p>Escalation 3: Anne.LiangWeiQi@maersk.com</p>	<ul style="list-style-type: none"> ● BL Release MM.Export@maersk.com ● DO Release MM.Import@maersk.com <p>Expected Response time: 4 hours</p>

Regards,
Myanmar Finance Team
Maersk A/S