



MAERSK

CHAT SCOPE

Our objective is to provide prompt and efficient assistance, ensuring that you receive the information you need in a clear and accessible manner.

How may we assist you through this channel?

Through our chat service, our agents can support you with the following:

- Shipment tracking
- Status of the Bill of Lading (BL)
- Container return information
- Free time inquiries
- Support with submitting shipping and delivery instructions
- Assistance with navigating the Maersk website

To ensure specialized assistance, certain matters must be handled through other channels. We appreciate your understanding.

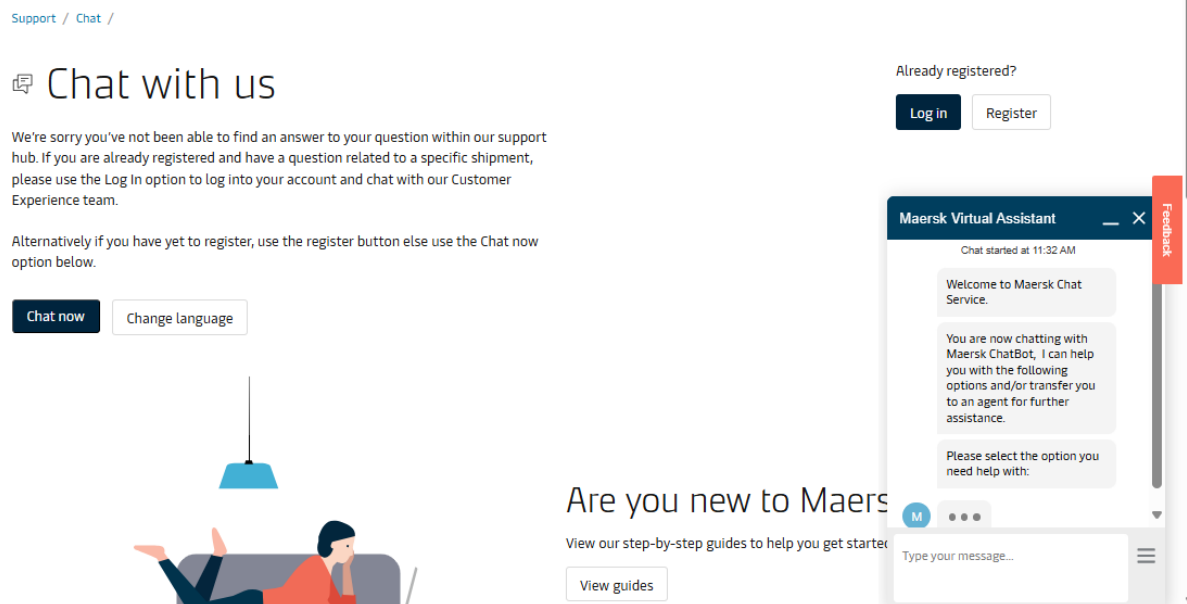
These include:

- Requests for guarantee rollovers
- Account status management
- Refund processes
- Commercial disputes
- Payment application and reconciliations
- Port operations issues
- Document-related matters

For these cases, we kindly invite you to contact the appropriate team through our official channels.

How it works

For quick inquiries, simply log into the [Maersk website](#) and an agent will be available to assist you. To maintain efficiency, our chat sessions are subject to an inactivity timeout: if there is no response within three minutes, the conversation will automatically be closed. This measure helps us serve more users promptly while avoiding idle chat sessions.



Final Recommendations

Have your basic shipment information ready (e.g., Bill of Lading number, container number, case number, etc.) to expedite your inquiry.

Use this channel for quick actions or general questions.

For more complex requests or matters requiring follow-up, we recommend using alternative channels such as email or our self-service portal.