

Steps to submit a Refund Request for Third-Party

1. **Create an account** on Maersk.com. A MyFinance account will be automatically generated.
2. **Access MyFinance** and select **"I'm a Customer."**

The screenshot displays the Maersk Customer Hub interface. At the top, the Maersk logo is on the left, and navigation links for EN, Search, Notifications, and Contact Us are on the right. Below the header, a navigation bar includes links for Prices, Book, Schedules, Tracking, Manage, Services, and Company. A user profile dropdown shows 'SP' and a redacted name. The main content area is titled 'Welcome to your Hub' with a 'Customise' link. A search bar prompts for 'B/L, container, booking no. or booked by ref.' with a 'View details' button. The left sidebar lists various dashboard sections: Hub dashboard, Export overview, Import overview, Tasks, MyCustoms, MyFinance (highlighted with a blue box), Allocations, Captain Peter™, and Support. The main content area features several widgets: a 'Join Maersk Customer Hub' banner, an 'Outstanding tasks' widget showing 38 shipping instructions and 36 VGM submissions, a 'Shipment Overview' widget showing 74 departing and 150 arriving shipments, an 'Import Demurrage & Detention' widget with a 30% discount offer, a 'Delivery Order' widget with a search bar and 'Request' button, and a 'Local Information' widget with regional links. At the bottom, there is a 'Maersk app' promotion and a smartphone displaying the app interface.

3. 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.

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 Now Pay

☒ I'm a customer ☐ I'm an agent

Search options ▼

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

4. **Select the third party** to whom the credit should be refunded.

- A No Objection Certificate is no longer required.
- Instead, you must confirm the prompt authorizing the third-party refund.

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

Refund to third party

Refund to third party ☐ ⓘ

Customer code of refund party

32192

Customer name of refund party

AM

DE

☒ By confirming and authorising a refund to a third party, the credit owner (customer) acknowledges and agrees to the following:

- The credit owner confirms that the designated third party is authorised to receive the refund on their behalf. Maersk shall not be responsible for verifying the identity or legitimacy of the third party beyond the credit owner's confirmation.
- Maersk shall not be held liable for any loss, dispute, or consequence arising from the refund being issued to a third party as per the credit owner's instruction or confirmation.
- Once the refund is processed to the authorised third party, Maersk considers the transaction complete and shall not entertain further claims or reversals related to the refund.
- The credit owner is responsible for ensuring the accuracy of the third party's details (e.g., name, bank account, contact information). Maersk shall not be liable for errors resulting from incorrect or incomplete information provided.
- The credit owner agrees to provide any documentation or confirmation required by Maersk to support the refund authorisation. Maersk reserves the right to retain such documentation for audit and compliance purposes.
- For audit purposes, Maersk may maintain a readable comment inside the document to reflect the approval. A screenshot of the comment section within the refund document can be taken and retained as sufficient documentation.

PDF, png, jpeg, jpg, bmp & tiff formats are the file types supported for the upload.

Only one file can be added. The file should be less than 4 MB. Please do not add password protected files.

5. Choose the third party's bank account where the credit should be refunded.

[← Back](#)

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)

6. Submit the refund request.



EN

Search

Notifications

Contact Us

Prices

Book

Schedules

Tracking

Manage

Services

Company

SP

Back

Create Refund Request

Your selected credit note(s)

Credit note no.	R/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

IHB, DAMCO INT. DK85 4XX0XX3

Add a new bank account

Email

srinivas.pathi@maersk.com

Additional email (optional)

Submit refund request

Cancel

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



EN

Search

Notifications

Contact Us

Prices

Book

Schedules

Tracking

Manage

Services

Company

SP

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.

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

6

D

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