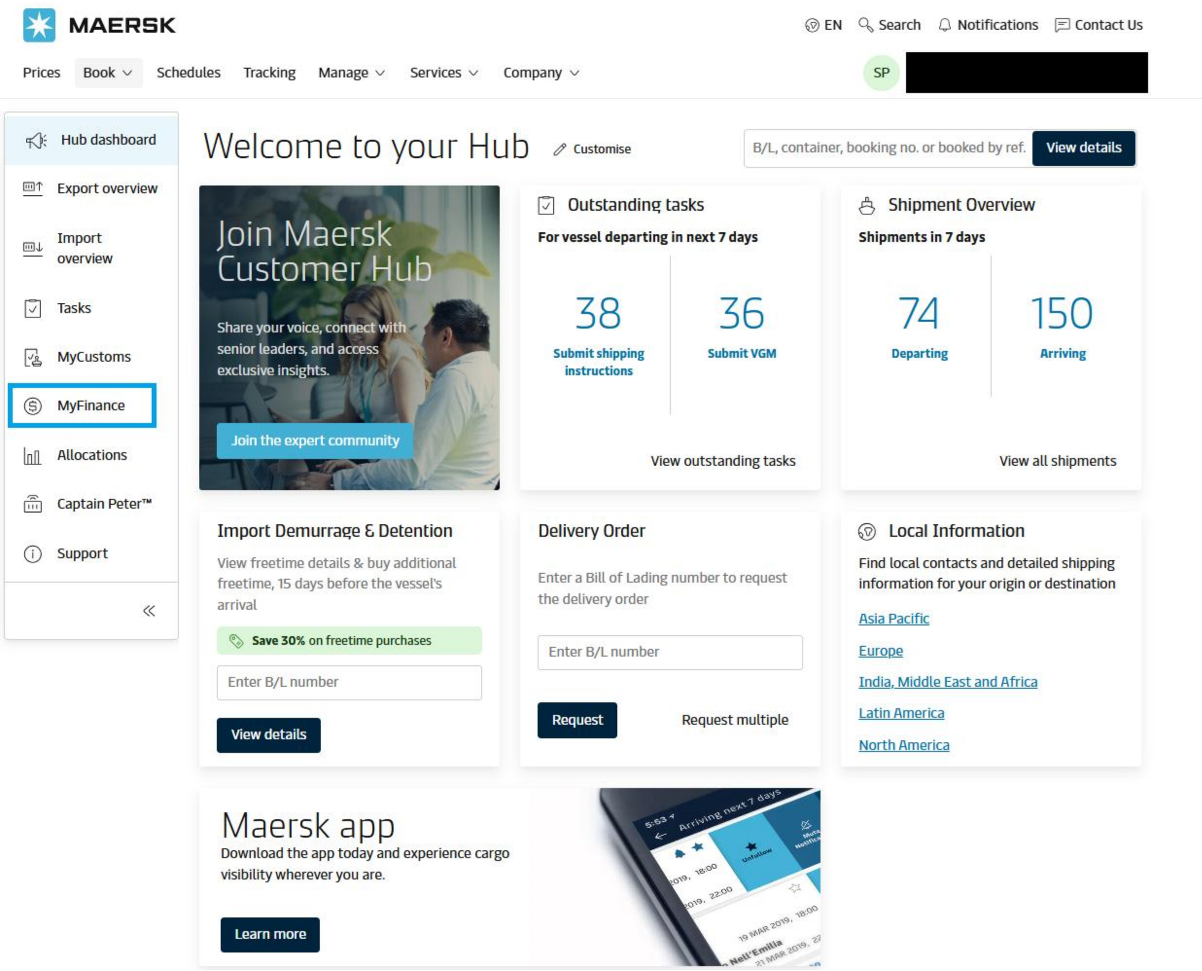
Steps to submit a Refund Request for Third-Party

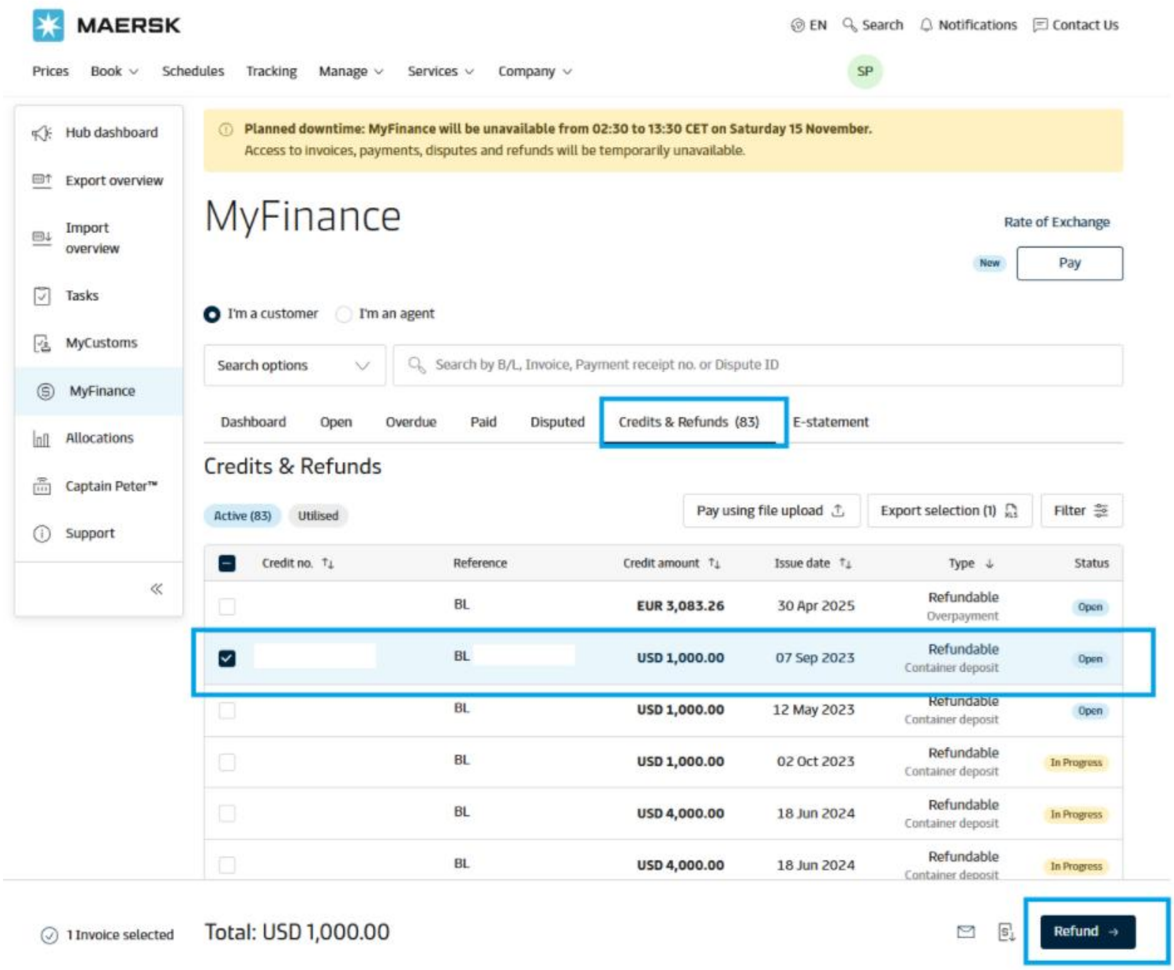
1. **Create an account** on Maersk.com. A MyFinance account will be automatically generated.

2. **Access MyFinance** and select **"I'm a Customer."**



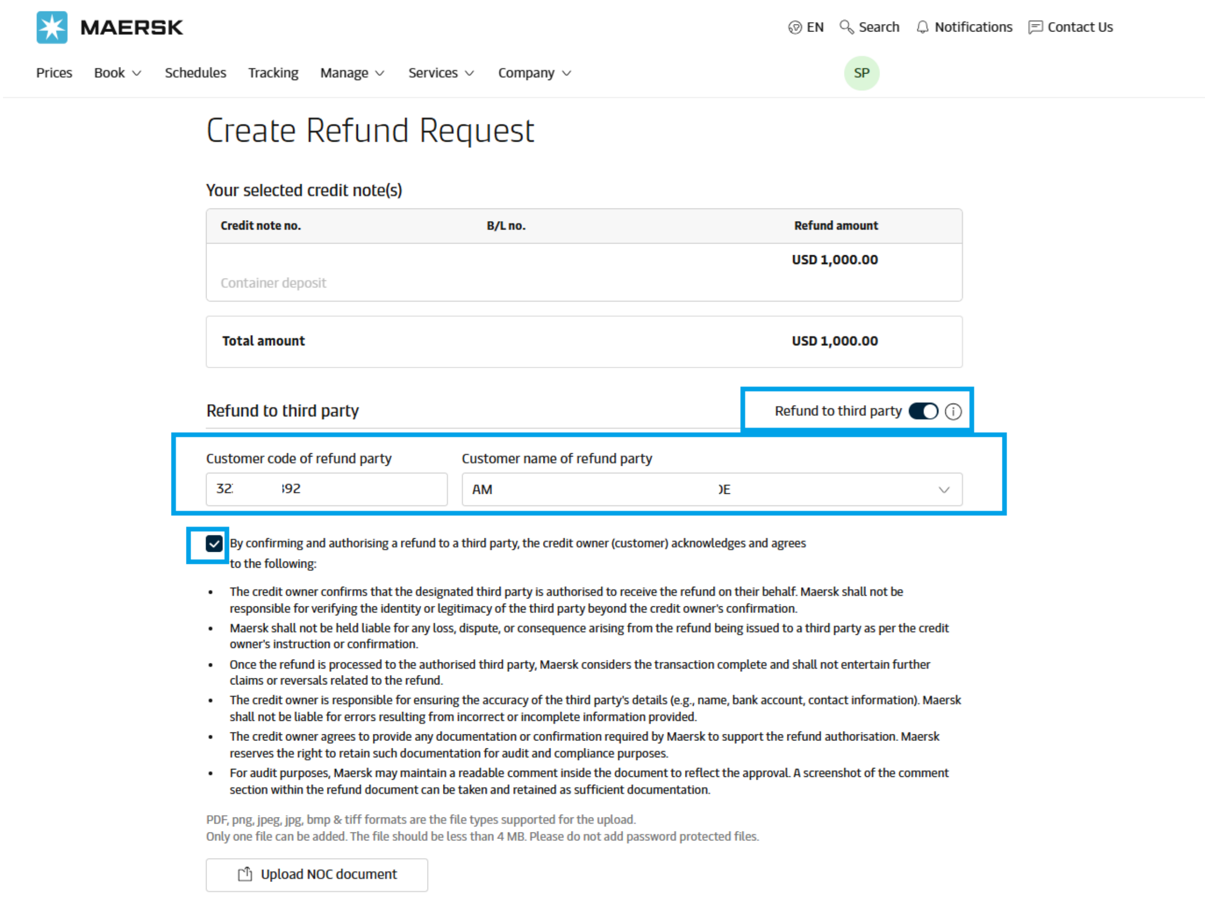
3. In the **Credits & Refunds** tab, select the refundable credit.

- 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.

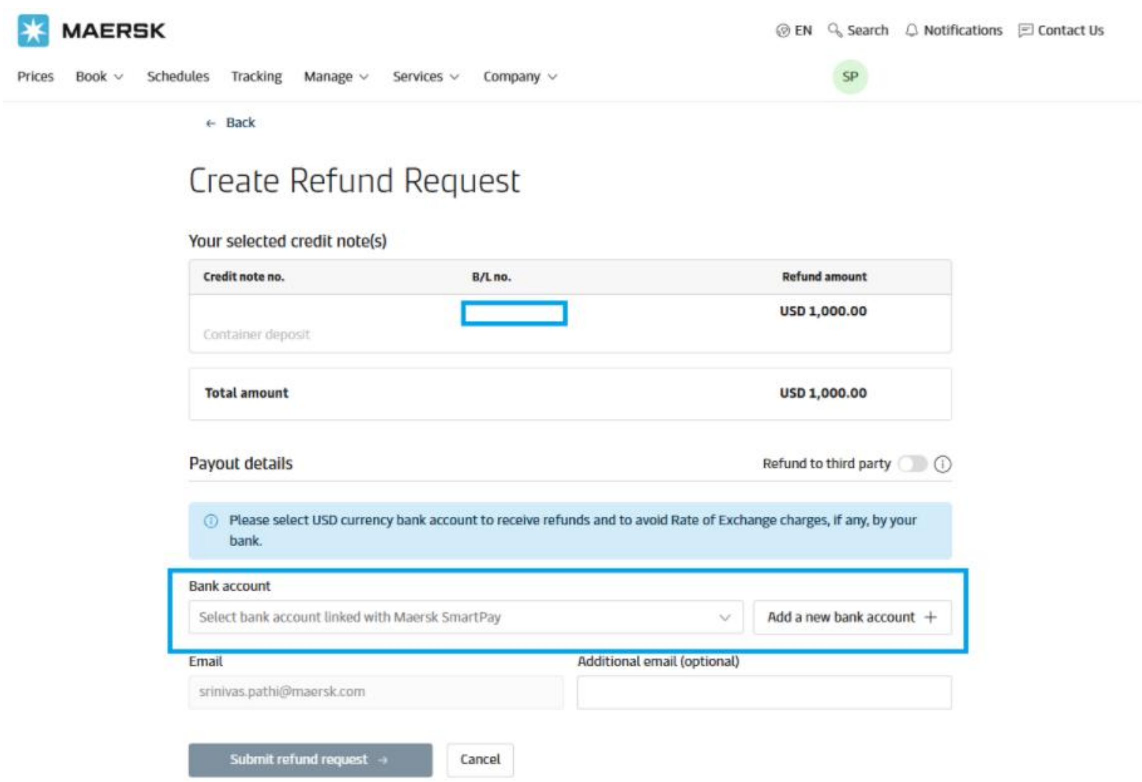


4. **Select the third party** to whom the credit should be refunded.

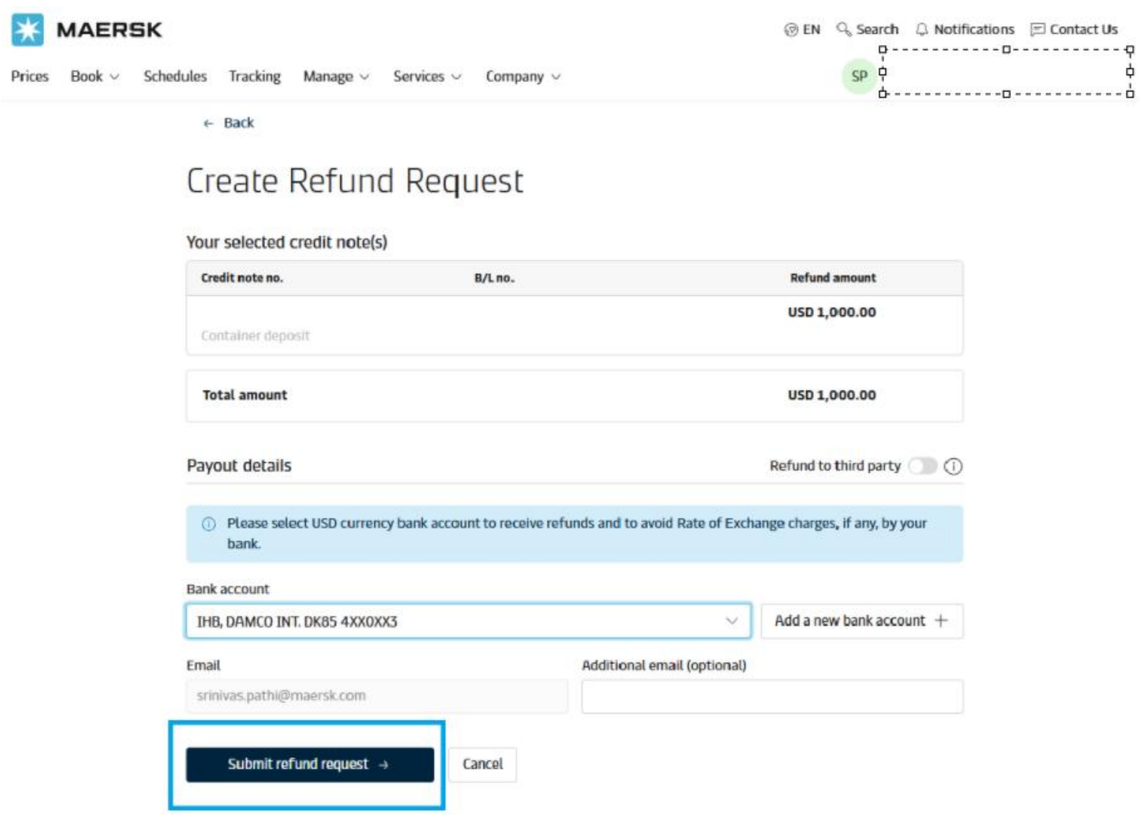
- A No Objection Certificate is no longer required.
- Instead, you must confirm the prompt authorizing the third-party refund.



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



6. Submit the refund request.



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