**REFUND STEPS**

Please send your refund requests on email to [**RefundRequests@maersk.com**](mailto:RefundRequests@maersk.com)

**The navigation of the "My Finance: Refunds" tab is shared below:**

1. Go to www.maersk.com and click on “Manage” and select “MyFinance.”
2. Click on the Credit or Refunds tab to find refundable credits.
3. Select the refundable credit that you want to refund and click on “Request to Refunds.”
4. Select the refund payment method (cheque or bank) option according to your requirement.

* (The manual payment method is not available; customers must select the Cheque option)

1. For third-party refund, search for refund party via customer code to select the customer.
2. Enclose the NOC certificate if a refund is to be given to a third-party agent.
3. Click on submit a refund request.