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Certificate charges revision and issuance on e-mail

11 January 2021

United Arab Emirates India Middle East and Africa

In our constant endeavor to ensure ease of business for our customers, we would like to share with you that vessel certificate can now be requested on email where bank or LC requirement of original document is not applicable.

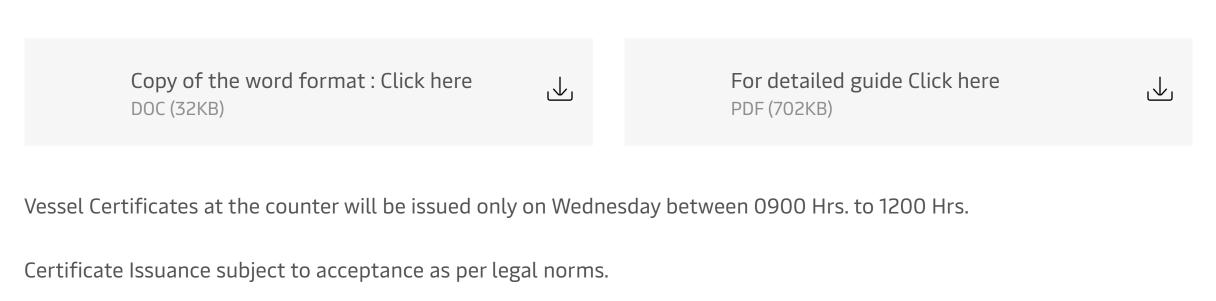
Please follow the below process for smooth release of your certificate through our email

- Requested Certificate to be created in a word format & forwarded to below business addresses
 - Export <u>ae.export@maersk.com</u>
 - Import <u>ae.import@maersk.com</u>
 - Please see below downloadable file for the copy of the word format to be followed.
- Please submit your payment advise of AED 250 through our website on My Finance platform. For detailed guide please see below see below downloadable file.
- Once you receive Maersk receipt, attach same with the word document and e-mail to Maersk e-mails ids as mentioned under point 1.
- Maersk Customer service team will verify word document & if all in order will provide the certificate via e-mail.

Only in case of bank OR legal requirements which require a hard copy of the certificate, the customer can approach the counter.

Please follow the below process for smooth release of your certificate at the counter

- Requested Certificate to be created in a word format & forwarded to below business addresses
 - Export <u>ae.export@maersk.com</u>
 - Import <u>ae.import@maersk.com</u>
 - Please see below downloadable file for the copy of the word format to be followed.
- Please submit your payment advise of AED 250 through our website on My Finance platform. For detailed guide please see below downloadable file.
- Maersk Customer service team will verify word document & if all in order will confirm collection of the certificate from the counter.
- Customer to carry the draft copy of the final certificate, case number received from Maersk and payment receipt of AED 250 and approach the counter.
- Counter to release the certificate.



Should you have any concerns and/or queries please feel free to contact our Maersk local representative on Broadline: +971.4.3326200 Business address: ae.export@maersk.com, ae.import@maersk.com.

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