



Together we go places

09<sup>th</sup> April, 2017

## Let us offer easy ways to get help with an Invoice

To Our Partners,

Moving your cargo around the world can come with plenty of challenges, so when you do business with Safmarine, we want it to be as easy as possible! So we pay close attention when you let us know about needs and concerns to help us improve your experience and exceed your expectations.

We're working hard on invoice accuracy, because while surprises are fine for parties, when it comes to invoicing, boring is better. But we do know we don't always get everything right the first time. If that happens, we want to make sure you can get help quickly and easily. More than that, we know getting it fixed fast is a priority.

To make sure we can get to work reviewing your Invoice Dispute without delay, as of 17<sup>th</sup> April 2017 the email address THAFINDIS@maersk.com will no longer be used. Instead, below are the two most effective methods available for submitting your request:

- Via MyFinance – this is the fastest way to register your Dispute  
Just Log In with your username on my.safmarine.com, click on MyFinance, and then use the Dispute icon next to your invoice to log the details of your dispute.
- Alternatively, you can send us an email at [disputes@safmarine.com](mailto:disputes@safmarine.com)  
Note this will take a little bit longer, and we may need to ask you for some additional information.

We thank you for your partnership. We truly appreciate the trust you give us in moving your cargo from one doorstep to the next, and we are excited to continue working closely with you.

If you have any questions, please feel free to reach out to your local Safmarine agent.

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Customer Experience Partner



Maersk Line (Thailand) Ltd.

41<sup>st</sup> Fl., River Wing East, Empire Tower

1 South Sathorn Rd., Yannawa

Sathorn, Bangkok, 10120, Thailand

Tel: 02-752-9544

[www.safmarine.com](http://www.safmarine.com)