

Importers

Dear Customer,

We are pleased to contact you to inform our modality of collection through the Santander Río Bank. In this document we publish a guide of common questions; which will be useful for you to make a payment to Maersk Line Argentina and pick up the required documentation.

Briefly, our modality of collection is described in the following steps (below you will find a detailed explanation):

- 1. Payment in Santander Río Bank SA or Transference.
- 2. Bank Ticket presentation in Leandro N Alem 1110 8 th floor or contact by mail with Customer Service/ Counter argcsicou@maerk.com.
- 3. Documentation release in Leandro N Alem 1110 8 th floor. <u>Timetable</u> 10 to 15 hs.

1) Payments in Santander Rio or Transferences

How can I know the charges to be paid?

Registering in www.maerskline.com you will be able to access, 5 days prior of the vessel arrival, to the invoice within the function Invoices / My Finance. In case of container demurrage please contact to our Import Customer Service Department by e-mail to arqcsiqen@maersk.com.

If it is my first payment in Santander Rio Bank, is there any previous step to

do before the payment in the bank?

Yes, we must register your tax number in the bank data base. The process is very simple and it takes only 2 hours. Necessary information for the customer

registration:

Company Name

Tax reference number (CUIT)

What service can I pay in Santander Rio Bank SA?

You can pay all the bls freights & charges and containers demurrage costs.

What is the Rate of exchange (ROE) to be applied in the payment? How can

I get it?

You have to apply the informed rate of exchange depending the date you make the payment; the rate of exchange can be ask by e-mail to ARGCSIGEN@maersk.com.

Where can I pay?

You can make the payments in any branch of the Santander Rio Bank, the nearest branches to our offices are:

Leandro N. Alem 456

❖ 25 de Mayo 140

- Reconquista 1104
- ❖ Santa Fe 880

❖ Callao 1833

Central Office: Bartolomé Mitre 480

How can I pay the charges?

The payments can be made with:

Cash (Pesos or USD)

Checks to the day.

What information should I carry to the bank for the payments?

You should inform to the bank cashier that you want to realize an ADVANCE PAYMENT or DEPOSIT in the Maersk Line Argentina "Cuenta Recaudadora" and inform the following:

❖ Maersk Line Argentina SA CUIT (Tax Number): 30-68841553-1.

❖ Agreement Number: 04 if the payment is in ARS (Argentinean Pesos) /05

USD (US dollars)

Customer Tax Number (CUIT), company owner of the invoices.

Once the payment is done, which document does the Bank give to me?

Santander Rio Bank will provide a bank receipt with the customer information, the

payment information and Maersk Line Argentina SA details.

Can I pay with bank transference?

Yes, if you prefer to realize transference, instead of deposits of cash or checks,

transferences can be done in Pesos using the:

CBU: 07200007-70000003335845

Account Number: 0333584

Sucursal: 000.

Can the transferences be done in USD?

No, the Santander bank accounts do not receive transferences in Dollars.

2) Bank Ticket Presentation or Contact to Customer Service

For **INDIVIDUAL STEP** (maximum 2 bs/l or demurrage payments), you will be able

to go directly with bank ticket (transferences not allowed) to our office in Leandro N

Alem 1110 8th floor.

What information/documents should I present?

For charges payment you will have to inform the BL or container number.

For demurrage costs, you need to inform the containers and the demurrage period

paid.

In both cases, you should present the Santander Rio Bank deposit ticket.

Is the documentation given at the same moment?

No, you should leave the bank receipt with the information above mentioned at the reception desk. In order to pick up the documents a number will be given and, in the course of the same day, the documentation will be prepared for delivery.

<u>Timetable</u>: 10 to 14 hs. (From 14 to 15 hs. documents will be ready for the next day).

For **MULTIPLE STEPS** (more than 2 bs/l) or **TRANSFERENCES**, please inform us about the payment via email to argcsicou@maersk.com. Please also send the bank ticket attached.

You should complete and send us the "Report of Payment" that is detailed below:

PAYMENT REPORT

•	BL / Container:	
•	Bill to:	
•	Deposit / Transference done to :	
	() Santander Rio ARS (pesos)	() Santander Rio USD (dólares)
•	Amount:	
•	Rate Of exchange:	
•	Date:	
•	Documents to be pick up:	
	() BL Original	
	() Delivery Order	
	() Freight Certification	

3) Documentation Release

Is the Documentation picked up in the bank?

No, the documentation will be released at the reception desk in Leandro N Alem 1110 8 Th floor, <u>Timetable</u>: 10 to 15 hs.

For the **INDIVIDUAL STEP** you will pick up the documentation the same day you presented the bank ticket in the timetable already mentioned and presenting your number.

For the **MULTIPLE STEPS** (more than 2 bs/l) or **TRANSFERENCES**, you will be able to pick up the documentation once you received our mail payment confirmation. The

payment is processed in a maximum term of 24 hours, counting from the time/date of the notification message reception (Report of Payment).

The empty containers return should be done presenting the copy of the invoice (which will contain a PAID stamp). On the other hand, we will continue with the releasing process by mail to the Deposit or Terminals, in this case you will receive our Reference Code.

In our confirmation messages, we will include an <u>envelope number</u> which will be asked at the Reception in order to pick up the correct documents. You should consider that, previous to the release, the person will sign an acknowledgement receipt (containing the detail of the document involved).

Finally, it is important for you to consider the following information to avoid delays at the release time:

- ❖ If you pick up the Original BLs, you must present an Authorization Letter.
- ❖ If you already have the original BL, you must present one endorsed BL so that you can pick up the Delivery Order.

Forms of Endorsement are shown in the web page.