

Dear Customer,

It pleases us to contact you to inform our modality of collection through Santander Río Bank SA. In this document we published a guide of common questions, this will be useful at the time of making a payment to Maersk Argentina and pick up the required documentation.

In synthesis, 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 to it.
2. Bank Ticket should be present in Bouchard 599 PB or contact by mail with Customer Service/ Counter [argcsicou@maerk.com](mailto:argcsicou@maerk.com) .
3. Documentation release in Bouchard 599 PB. Timetable 10 to 15 hs.

#### 1) Payments in Santander Rio or Transferences

##### \* **How can I obtain costs to cancel the BIs charges?**

\* Registering in [www.maerskline.com](http://www.maerskline.com) you will be able to access , 5 days prior of the vessel arrival, to the invoice within the function e-statement (instructive in local web page). In case of container demurrage please communicate with our Import Customer Service department by email to the following [argcsigen@maersk.com](mailto:argcsigen@maersk.com) or by telephone 5382-5800 (extension 7055/7026/7025).

- If it is your first payment in Banco Santander River, there is some previous step that is due to realise before payment in the bank?

We must register your tax number in the bank data base. The process is very simple and it takes only 2 hours. Necessary data 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 & costs and containers demurrage costs.

##### \* **What is the Rate of exchange (roe) to be apply in the payment ? How can I get it?**

You have to apply the informed roe depending the date you will make the payment, the same can be verified in our Web site [www.maerskline.com/argentina](http://www.maerskline.com/argentina) (Option Rate of exchange) or by phone in te 5382-5800 option

##### \* **Where can I pay?**

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

- Av. Leandro N. Alem 456
- Sarmiento 662/4
- 25 de Mayo 140
- Reconquista 1104

**\* How can I pay the costs ?**

The payments can be made with:

- ❖ Cash (ars 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 realise an ADVANCE PAYMENT or DEPOSIT in the Maersk Argentina " Cuenta Recaudadora" and inform the following:

- ❖ Maersk Argentina SA CUIT (tax number): 30-67773754-5.
- ❖ Agreement Number : 01 if the payment is in ARS (argentinian pesos) /02 USD (US dollars)
- ❖ Customer tax number (CUIT) (company to who they leave issued the invoices).

**\* Once payment is done, what is the document that the Bank give to me?**

Santander Rio Bank SA will provide a bank receipt with payment data, Maersk Argentina SA details.

**\* Can I pay with transference?**

Yes, if you prefers to realise transfereces, instead of deposits of cash or checks, transfereces can only be make in ARS.

**\* Can transfereces be done in dollars?**

No, the Santander accounts do not receive transfereces in Dollars.

**2) Banking supporting Contact or presentation with Customer Service**

For **INDIVIDUAL STEP** (maximum 2 bsl or delays), you will be able to go directly with bank ticket (non transfereces) to our office in Bouchard 599 PB.

**\* What information/documents should I present ?**

For cancellation of expenses, inform the BL or container number.

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For demurrage costs, you need to inform the containers and the cancelled period of delay.

**\* The documentation is given at the same moment?**

No, you should leave the bank receipt with the information we mention at the reception desk, in order to pick up the documents a number will be given and the in the course of the same day will be able to be retired.

Timetable : 10.00 am to 02.00 pm

From 02.00 pm to 03.00 pm all documents will be ready for the next day.

For **MULTIPLE STEPS** (more than 2 bs/l) or **TRANSFERENCES**, please notify the payment via email to the following direction: [argcsicou@maersk.com](mailto:argcsicou@maersk.com) . To complete the "Report of Payment" that is detailed next and add in our loca web site [www.maersk.com](http://www.maersk.com) .

**Payment report**

- BL / Container:
- Bill to :
- Deposit/Transference done to :
  - ( ) Santander Rio ARS (pesos) ( ) Santander Rio USD
- (dólares)
- Amount:
- Rate if exchange:
- Date:
- Documents to be pick up:
  - ( ) BL Original
  - ( ) Libre Deuda / Free debt
  - ( ) Certificación de Flete / Freight certification

**3) Documentation release**

\* Documentation is pick up in the bank?

No, documents will release at the reception desk in Boucharg 557 PB, in the above mention schedule.

For the multiple proceedings and transferences, you will be able to pick up the documentation once you received our mail confirmation of pay. The payment is processed in a maximum term of 24 hours, counting from the time/date of reception of the payment notification send it via mail (Report of Payment).

In order to facilitate the process of liberation of containers after the payment of a delay, as of February 2010, we will begin to give two Receipt copies. This way you will be able to

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present the duplicate for the delivery of the empty container so that the original one you will kept the original.

In case of urgencies, and like exceptions, we will continue with the process of liberation through a email message to the /Dep Terminal.

In our message of confirmation an envelope number will be inquire in order to pick up the correct documents. To consider that, previous to the liberation, the person will sign an acknowledgement receipt that details given documents.

It is important to consider the following information to avoid delays at the release time

- ❖ If you retires Original BLs, you must present an Authorization letter
- ❖ If you already have the oBL in order to pick up the Fre Debt you must present one original BL endorsed.

Forms of Endorsement are shown in the web page.

