

CUSTOMER ADVISORY

LAGOS, NIGERIA Wednesday May 07, 2025

Dear Valued Customer,

CUSTOMER REFUND ADVISORY

Please be informed that effective **15th May 2025**, all refund payments will be accompanied by an **email notification** once finalized by the company. This email will serve as your **official proof of payment**, and as such, **physical printouts from our office will no longer be provided**.

We kindly request that you ensure **accurate and up-to-date information**, particularly your **email address**, when completing your refund application. The email notification will be sent to the address you provide and will contain the following details:

- Bill of Lading Number
- Beneficiary Name
- Refunded Amount
- Date of Payment
- Beneficiary Bank Name

You may use this email as a printable document for presentation to any relevant party, such as your agent or importer.

If payment is not reflected in your bank account **within three (3) days** of receiving the notification, please contact us at **LGS.REFUND_SECT@cma-cgm.com**, including the details from your notification email. Our team will assist you accordingly.

To avoid delays or miscommunication, please ensure that the correct email address is provided during the refund application process.

Thank you for your continued cooperation.

MANAGEMENT

CUSTOMER ADVISORY