



Mercedes-Benz

梅赛德斯-奔驰汽车金融有限公司
Mercedes-Benz Auto Finance Ltd.
A Daimler Company

梅赛德斯-奔驰汽车金融有限公司收费项目公示 Publicity of Fee Catalogue Charged by MBAFC						
序号 No.	部门 名称 Department	服务名称 Service Name	项目功能 Service Content	适用 客户 Applicable Customers	收费 依据 Charging Standard	收费标准 Fee Charged
1	零售运营 (Retail Operations)	出具车辆抵押文件 (Vehicle Mortgage Document)	出具文件 (Issue Documents)	所有客户 (All Customers)	免费 (Free)	免费 (Free)
2	零售运营 (Retail Operations)	出具解除车辆抵押 文件 (Vehicle Dis-mortgage Document)	出具文件 (Issue Documents)	所有客户 (All Customers)	免费 (Free)	免费 (Free)
3	客户服务中心 (Customer Service)	车证资料/购车发 票借出 (VRC/Invoice Lending)	法律文件借出 (Legal Documents Lending)	所有客户 (All Customers)	免费 (Free)	免费 (Free)
4	客户服务中心 (Customer Service)	开具还款情况说明 (Payment Information)	开具证明 (Issue Certificates)	所有客户 (All Customers)	免费 (Free)	免费 (Free)
5	客户服务中心 (Customer Service)	开具交易明细 (Transaction Information)	开具证明 (Issue Certificates)	所有客户 (All Customers)	免费 (Free)	免费 (Free)
6	客户服务中心 (Customer Service)	开具抵押文件说明 (Mortgage Documents Information)	开具证明 (Issue Certificates)	所有客户 (All Customers)	免费 (Free)	免费 (Free)
7	客户服务中心 (Customer Service)	开具每月还款发票 (Monthly Invoice)	发票申请 (Invoice Application)	所有客户 (All Customers)	免费 (Free)	免费 (Free)

Mercedes-Benz Auto Finance Ltd.
Tower C 7-12F, Lei Shing Hong Plaza
8, Wangjing Street
Chaoyang District
Beijing 100102, P.R.China
Phone 400-898-1888
www.mercedes-benz.com.cn/finance-service

梅赛德斯-奔驰汽车金融有限公司
北京市朝阳区望京街8号院
利星行广场C座7-12层
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8	客户服务中心 (Customer Service)	提前结清 (Early Termination)	提前终止合同 (Contract Early Termination)	所有客户 (All Customers)	汽车贷款抵押合同 (Loan and Mortgage Contract)	(提前归还贷款本金+当期应付未付利息)×3%, 不低于人民币 500 元 (Principal Outstanding +Accrued Interest)*3%, no less than RMB 500
9	客户服务中心 (Customer Service)	部分提前结清 (Partial Early Termination)	合同变更 (Contract Restructure)	所有客户 (All Customers)	汽车贷款抵押合同 (Loan and Mortgage Contract)	提前归还贷款本金×3%, 不低于人民币 500 元 (Principal paid*3%, no less than RMB 500)
10	催收部 (Collections)	逾期利息 (Overdue Interest)	贷款逾期时收取的逾期利息 (Overdue Interest Charged in Overdue Loans)	逾期客户 (Overdue Customers)	汽车贷款抵押合同 (Loan and Mortgage Contract)	逾期年利率: 补贴前贷款年利率+50% 补贴前贷款年利率 (Standard Interest Rate before subsidy + 50% Standard Interest Rate before subsidy)
11	催收部 (Collections)	法院支持的所有费用 (包括但不限于律师费, 公告费, 公证费, 诉讼费, 诉讼保全费, 拍卖	客户违约后金融公司为实现债权产生的费用	逾期客户 (Overdue Customers)	汽车贷款抵押合同 (Loan and Mortgage Contract)	按法院判决金额为准 Depend on the Court's decision

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		费, 评估费等) All the Expenses Supported by the Courts (Including but not limited to: Attorney's Fee, Public Announcement Fee, Notarization Fee, Litigation Fee, Preservation Fee, Auction Fee, Evaluation Fee, etc.)	(Expenses incurred for realizing the creditor's right when customer breaches the contract)			
12	催收部/客户服务中心 (Collections/ Customer Service)	尾款产品的还款调整 (Balloon Refinance)	尾款产品还款调整后贷款年利率变更 (Yearly Interest Rate Adjustment for Balloon Refinance)	所有客户 (All Customers)	还款计划调整协议 (Restructure Agreement)	贷款年利率由贷款合同约定利率变更为 8.88% Adjust Yearly Interest Rate to 8.88%

注: 以上收费项目, 根据市场变化今后如有调整, 将另行公布。梅赛德斯-奔驰汽车金融有限公司将不断提升经营管理水平, 更好地为广大客户服务, 欢迎社会各界监督。

Note: Where there is any change to the above fee catalogue with the development of market, the catalogue will be updated from time to time. Mercedes-Benz Auto Finance Ltd. will continuously enhance the management to provide high quality services to customers. Your comments and voices are highly appreciated!

投诉电话: +8610- 6059 7588

Complaints Hotline: +8610- 6059 7588

客户服务中心: 400-898-1888

Customer Service Center: 400-898-1888

工作时间: 周一至周五 9:00-18:00

Working Hours: 9:00-18:00, Monday to Friday

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