



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)

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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.)	客户违约后金融公司为实现债权产生的费用 (Expenses incurred for realizing the creditor's right when customer breaches the contract)	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
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!

投诉反馈渠道

投诉电话：+8610-6059 7588

客户服务中心：400-898-1888

客服邮箱：MBAFC-CRM@daimler.com

微信服务号：【奔驰金融服务】，点击“星享服务”-“在线客服”

工作时间：周一至周五 9:00-18:00

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Complaint Channel

Complaint Hotline: +86 10-6059 7588

Customer Service Center: 400-898-1888

Customer Service Mailbox: MBAFC-CRM@daimler.com

WeChat Official Account: 【奔驰金融服务】 click “星享服务”-“在线客服”

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

投诉处理流程

- (1) 客户可通过以上投诉渠道反馈对本公司的建议或投诉
- (2) 奔驰金融受理客户的建议或投诉
- (3) 根据需要，投诉处理部门将客户的建议或投诉转交至相关部门
- (4) 相关部门核实客户反馈的问题建议或投诉内容，依照当时公司相关政策制定解决方案
- (5) 如客户需要回复，奔驰金融的相关工作人员会将处理结果反馈给客户
- (6) 定期对客户反馈的问题进行分析，必要时对相应业务流程进行改善

Complaint Handling Process

- (1) Customer can feedback complaint contents or suggestions through above channels
- (2) MBAFC handle customer's suggestions or complaints
- (3) Complaint handling department forward complaint cases or customer's suggestions to relevant department
- (4) Relevant departments verify suggestions or complaints and formulate solutions according to company's policy
- (5) Feedback solution to customer if needed
- (6) Regularly analysis of customer's feedback and initiate business process improvement when necessary

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