



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)



8	客户服务中心 (Customer Service)	提前结清 (Early Payout)	提前中止合同 (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 (Restructure)	所有客户 (All Customer)	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)	还款调整手续费 (Payment Restructure Fee)	贷款期限延长 (For contract extension)	所有客户 (All Customers)	还款计划调整协议 (Restructure Agreement)	500 元 x 延长的期数 (500 RMB per month of extension)
11	催收部 (Collections)	违约金 (Liquidated Damages)	客户违反合同时收取的违约金 (For customer breach of the contract)	逾期客户 (Overdue Customer)	汽车贷款抵押合同 (Loan and mortgage contract)	贷款金额 x15% (Financial Amount) * 15%
12	催收部 (Collections)	逾期利息 (按逾期年利率计算) (Overdue Interest)	贷款逾期时收取的逾期利息 (For overdue customer)	逾期客户 (Overdue Customer)	汽车贷款抵押合同 (Loan and mortgage contract)	逾期年利率： 利息补贴前贷款年利率 x150% (Financial Interest rate) * 150%



13	催收部 (Collections)	其他费用（包括但不限于催收外包服务费，律师费，公告费，公证费，诉讼费，仲裁费，保全费，拍卖费，评估费，差旅费，拖车费，车辆运输费等） Sundry Charges(Including but not limited to: Collection Charge, Lawyer Fee, Publication, Notary, Litigation, Arbitration, Security, Auction, Valuation, Travel, Towing, Transportation of Vehicles, etc.)	客户违约后金融公司为实现债权产生的其他费用 (For the other fee when customer breach of the contract)	逾期客户 (Overdue Customer)	汽车贷款抵押合同 (Loan and mortgage contract)	按实际发生收取 (Depend on the actual charge)
14*	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%)

\*该收费项目仅适用于可进行金融贷款尾款产品还款调整的相关车型。

\*This item is only available for the car model purchased with financing product which has balloon refinance option.

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!



Mercedes-Benz

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

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

