



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

