



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

梅赛德斯-奔驰汽车金融有限公司收费项目公示 8.2 版本

序号	收费项目	项目功能	适用客户	收费依据	收费标准
1	出具车辆抵押文件	出具文件	所有客户	免费	免费
2	出具解除车辆抵押文件	出具文件	所有客户	免费	免费
3	机动车登记证原件借出	机动车登记证原件借出	所有客户	免费	免费
4	出具机动车登记证复印件、购车发票复印件、合同复印件、交易明细、还款情况说明、结清证明、抵押文件说明	出具文件	所有客户	免费	免费
5	开具每月还款发票	发票申请	所有客户	免费	免费
6	提前/部分提前还款违约金	提前归还全部/部分贷款	所有客户	汽车贷款抵押合同	<p>如贷款申请书生效日（即贷款申请日期）早于 2024 年 7 月 1 日，提前还款违约金为提前归还的贷款本金×3%。</p> <p>如贷款申请书生效日（即贷款申请日期）晚于 2024 年 7 月 1 日（含），提前还款违约金按如下标准执行：</p> <ul style="list-style-type: none">对于总期数小于等于 36 期的合同：<ul style="list-style-type: none">自合同激活日起至归还贷款第 12 期之日（不含）之间申请提前还款的，违约金为 6% X 提前归还的贷款本金；自归还贷款第 12 期之日起至归还贷款第 18 期之日（不含）之间申请提前还款的，违约金为 3% X 提前归还的贷款本金；自归还贷款第 18 期之日起至归还贷款第 24 期之日（不含）之间申请提前还款



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					<p>的，违约金为 2% X 提前归还的贷款本金；</p> <p>- 归还第 24 期之日之后申请提前还款的，违约金为 0% X 提前归还的贷款本金。</p> <ul style="list-style-type: none"> 对于总期数为 36 期以上的合同： <ul style="list-style-type: none"> - 自合同激活日起至归还贷款第 12 期之日（不含）之间申请提前还款的，违约金为 7% X 提前归还的贷款本金； - 自归还贷款第 12 期之日至归还贷款第 18 期之日（不含）之间申请提前还款的，违约金为 4% X 提前归还的贷款本金； - 自归还贷款第 18 期之日至归还贷款第 24 期之日（不含）之间申请提前还款的，违约金为 2% X 提前归还的贷款本金； - 归还第 24 期之日之后申请提前还款的，违约金为 0% X 提前归还的贷款本金。 <p>对于符合相关法律法规认定的小微企业，费用减免按照合同约定执行。</p> <p>对于提前归还部分贷款的客户，每次归还贷款的金额不少于一万元的整数倍</p>
7	逾期利息	贷款逾期时收取的逾期利息	逾期客户	汽车贷款抵押合同	逾期年利率：补贴前贷款年利率+50%补贴前贷款年利率
8	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）	客户违约后金融公司为实现债权产生的费用	逾期客户	汽车贷款抵押合同	按法院文书金额为准（包括但不限于判决书，调解书等）



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注：以上收费项目自 2024 年 11 月 15 日起生效，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。

投诉反馈渠道

工作时间：工作日 09:00 -18:00

客服热线：400-898-1888

客服邮箱：mbafc-crm@mercedes-benz.com

投诉电话：010-6059-7588

微信公众号：【奔驰汽车金融】，点击“星享服务”-“在线客服及投诉”

联系地址：北京市朝阳区望京街 8 号院 3 号楼 8 层 901 内 01 单元、8 层 901 内 02 单元、10 层 1101、11 层 1201 内 01 单元 邮编：100102

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) 奔驰汽车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，奔驰汽车金融的相关工作人员会将处理结果反馈给客户；
- (6) 如客户对投诉处理结果不满意，可以通过北京秉正银行业消费者权益保护促进中心（电话：010-88689969）申请调解。



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MBAFC Fee Catalogue 8.2					
No.	Fee Type	Service Content	Applicable Customers	Charging Standard	Fee Charged
1	Vehicle Mortgage Document	Issue Documents	All Customers	Free	Free
2	Vehicle De-mortgage Document	Issue Documents	All Customers	Free	Free
3	VRC Lending	VRC Lending	All Customers	Free	Free
4	VRC Copy, Invoice Copy, Contract Copy, Repayment Plan, Payment Information, Pay Out Certificate, Mortgage Certificate	Issue Documents	All Customers	Free	Free
5	Monthly Invoice	Invoice Application	All Customers	Free	Free
6	Liquidated Damages for Early Repayment/Partial Early Repayment	Early Repayment/Partial Early Repayment	All Customers	Loan and Mortgage Contract	<p>If the <Loan Application Form> effective date (loan application date) is earlier than July 1st, 2024, the liquidated damages is 3% of the principal early repaid.</p> <p>If the <Loan Application Form> effective date (loan application date) is later than July 1st, 2024 (included), the liquidated damages would follow below standard:</p> <ul style="list-style-type: none">For the contracts whose term is less than or equal to 36:<ul style="list-style-type: none">The date of application for early repayment falling between the contract activation date and the date of the 12th repayment (excluded), the liquidated damages is 6% of the principal early repaid;



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					<ul style="list-style-type: none">- The date of application for early repayment falling between the date of the 12th repayment and the date of the 18th repayment (excluded), the liquidated damages is 3% of the principal early repaid;- The date of application for early repayment falling between the date of the 18th repayment and the date of the 24th repayment (excluded), the liquidated damages is 2% of the principal early repaid;- Applying for early repayment after the date of the 24th repayment, the liquidated damages is 0% of the principal early repaid. <ul style="list-style-type: none">• For the contracts whose term is more than 36:<ul style="list-style-type: none">- The date of application for early repayment falling between the contract activation date and the date of the 12th repayment (excluded), the liquidated damages is 7% of the principal early repaid;- The date of application for early repayment falling between the date of the 12th repayment and the date of the 18th repayment (excluded), the liquidated damages is 4% of the principal early repaid;- The date of application for early repayment falling
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					<p>between the date of the 18th repayment and the date of the 24th repayment (excluded), the liquidated damages is 2% of the principal early repaid;</p> <p>– Applying for early repayment after the date of the 24th repayment, the liquidated damages is 0% of the principal early repaid.</p> <p>For the small and micro enterprises that meet relevant regulations, fee waiver shall be implemented according to the contract.</p> <p>For the Partial Early Repayment, no less than the integral multiple of 10,000 RMB</p>
7	Overdue Interest	Overdue Interest Charged in Overdue Loans	Overdue Customers	Loan and Mortgage Contract	Standard Interest Rate before subsidy + 50% Standard Interest Rate before subsidy
8	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	Overdue Customers	Loan and Mortgage Contract	Depend on the court issued document including but not limited to: judgement, mediation, etc.

Note: This catalogue takes effective from November 15th, 2024. 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!



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Complaint Channel

Working Hours: 9:00 -18:00, Working Day

Customer Service Center: 400-898-1888

Customer Service Mailbox: mbafe-crm@mercedes-benz.com

Complaint Hotline: 010-6059-7588

WeChat Official Account: 【奔驰汽车金融】, click“星享服务”-“在线客服及投诉”

Contact Address: 8F 901-Unit 01、8F 901-Unit 02、10F 1101、11F 1201-01, Tower 3, 8 Wangjing Road,
Chaoyang District, Beijing, 100102, P.R. China

Complaint Handling Process

- (1) Customers can provide feedbacks, complaints or suggestions through above channels;
- (2) MBAFC will handle customer's suggestions or complaints;
- (3) Complaint handling department will forward complaint cases or customer's suggestions to the relevant department;
- (4) Relevant departments will verify suggestions or complaints and formulate solutions according to company's policy;
- (5) MBAFC will provide feedback solutions to customers if needed;
- (6) Customer can apply for mediation through Beijing Bingzheng Banking Consumer Rights Protection Center (Tel: 010-88689969) if not satisfies on the feedback solution.