



Mercedes-Benz

梅赛德斯-奔驰租赁有限公司  
Mercedes-Benz Leasing Co., Ltd.  
A Daimler Company

## 梅赛德斯-奔驰租赁有限公司收费项目公示 6.0 版本

## MBLC Fee Catalogue 6.0

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	合同管理部 (Contract Management)	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	合同管理部 (Contract Management)	出具解除车辆抵押 文件 (Vehicle De- 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	再营销部/催 收部 (Remarketing/ Collections)	提前结清 (Early Termination)	提前终止合同 (Contract Early Termination)	所有客户 (All Customers)	融资租赁与保 证合同 (Finance Lease and Guarantee Contract)	全部未付的融资成本×3% (Total amount of the unpaid financing cost *3%)

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9	再营销部 (Remarketing)	返还车辆处置 (Return Vehicle Disposal)	车辆返还 (Asset Return)	所有返还车辆的客户 (All Customers choose return vehicle)	融资租赁与保证合同 (Finance Lease and Guarantee Contract)	<p>车辆处置费：以实际发生费用为准 (Vehicle disposal fee: actual cost)</p> <p>乙方未提前 1 个工作日通知甲方变更已预约的车辆返还检测的时间或地点或乙方在约定的检测时间未到场：收取第三方检测机构实际发生检测费用 (Party B did not notify Party A to change the appointed time or location in writing at least 1 working day in advance for the grounding inspection, or did not show up at the appointed time: charge actual cost of independent third party inspection)</p> <p>车辆未在年检有效期内：年检补办实际发生费用 (The vehicle is returned without the validity of the annual inspection: actual annual inspection service fee)</p> <p>车辆未在交强险有效期内：车辆缴纳一年交强险及车船税实际发生费用 (The vehicle is returned without the validity of compulsory insurance: the cost of 1 year compulsory insurance and vehicle and vessel tax)</p> <p>车辆过户必要文件丢失：文件补办实际发生费</p>
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						<p>(The necessary documents for vehicle ownership transfer are lost: actual cost for re-applying for document )</p> <p>未按车辆维修保养的要求维修保养：所缺失保养的费用根据独立第三方按梅赛德斯-奔驰车辆返还地区授权经销商的收费标准计算得出。</p> <p>(The vehicle does not complete the appropriate maintenance in accordance with vehicle's repair and maintenance cycles: the cost for missing maintenance is calculated based on the costs of missing maintenance by Mercedes-Benz Authorized Dealer in vehicle return city and the charge report should be issued by an independent third party)</p> <p>配件或《车辆用户手册》、《保养信息手册》等丢失：按照购买原厂配件和补办相应文件的费用</p> <p>(Parts or owner's manual, service manual are missing: the cost of buying original parts and re-applying the appropriate documents.)</p> <p>车辆里程超出合同规定里程：3元/每超1公里</p>
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						<p>(The returned vehicle's mileage exceed the mileage defined in Finance Lease Contract: RMB 3 per excessive 1 kilometer)</p> <p>车辆损伤修复费（如需要）：此修复费用根据独立第三方就将车辆修复至车辆返还标准中的可接受正常情况按梅赛德斯-奔驰北京地区授权经销商的收费标准出具收费报告计算得出</p> <p>(Vehicle damage recovery fee if needed: The charge is calculated based on the costs of vehicle repairing by Mercedes-Benz Authorized Dealer in Beijing and the charge report should be issued by an independent third party)</p> <p>乙方未能在收到解除抵押通知之日起三十（30）个工作日内，配合甲方将车辆解除抵押及完成过户等相关手续：罚金自乙方接到解除抵押通知之日后的第三十一（31）个工作日（含当日）开始计算，每迟延一日则按照车辆最低保值金额的千分之零点四缴纳日罚金，甲方也有权采取其他追偿损失的权利</p> <p>(Party B fails to release of mortgage and the transfer of ownership of vehicle is not completed within 30 working days after the</p>
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						receipt of notice relating to release of mortgage due to party B's reason: 0.4‰ of Residual Value per day multiply delay days from the 31st working day (inclusive) from requirement of de-mortgage and title transfer)
10	催收部 (Collections)	滞纳金 (Overdue Penalty)	租金/尾款逾期时收取的滞纳金 (Overdue penalty is charged if customer fails to pay full payment on schedule)	逾期客户 (Overdue Customers)	融资租赁与保证合同 (Finance Lease and Guarantee Contract)	逾期付款额 × 5‰ × 逾期天数 (Overdue Amount * 5‰ * overdue days)
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.	客户违约后租赁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)	融资租赁与保证合同 (Finance Lease and Guarantee Contract)	按法院判决金额为准 (Depend on the Court's decision)

注: 以上收费项目自 2021 年 4 月 1 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-奔驰租赁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: This catalogue takes effective from April 1<sup>st</sup> 2021. 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 Leasing Co., Ltd. will continuously enhance the management to provide high quality services to customers. Your comments and voices are highly appreciated!

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#### 投诉反馈渠道

客户服务热线: 400-898-1889

客服邮箱: mbic-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

#### Complaint Channel

Customer Service Hotline: 400-898-1889

Customer Service Email Address: mbic-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) 奔驰租赁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, 奔驰租赁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) MBLC 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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