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

序号 No.	收费项目 Fee Type	项目功能 Service Content	适用客户 Applicable Customers	收费依据 Charging Standard	收费标准 Fee Charged
	梅赛德斯-奔驰租赁有限公司收费项目公示 9.0 版本 **MBLC Fee Catalogue 9.0**				
1	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	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	机动车登记证原件借出/购车发票借出 (Original VRC Lending and Invoice Lending)	机动车登记证原件借出/购车发票借出 (Original VRC Lending and Invoice Lending)	所有客户 (All Customers)	免费 (Free)	免费 (Free)
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、付款情况说明、结清证明，以及抵押文件说明 (Issuance of Copy of VRC, Copy of Invoice, Copy of Contract, Payment Information, Repayment Plan, Pay out Certificate and Mortgage Certificate)	出具文件 (Issue Documents)	所有客户 (All Customers)	免费 (Free)	免费 (Free)
5	开具融资费用发票 (Financing Fees Invoice)	发票申请 (Invoice Application)	所有客户 (All Customers)	免费 (Free)	免费 (Free)
6	提前结清违约金 (Liquidated Damages for 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)	起租日起满六个月后方能申请提前结清 (Application for early termination is only available after 6 months of lease start) 根据付款计划剩余应付的融资成本金额*3% (The outstanding financing cost in accordance with repayment plan*3%)

7	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 choosing to return vehicle)	融资租赁与保证合同 (Finance Lease and Guarantee Contract)	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的实际发生检测费用 (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) 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 valid annual inspection: actual annual inspection service fee) 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 valid compulsory insurance: the cost of 1 year compulsory insurance and vehicle and vessel tax) 车辆过户必要文件丢失：文件补办实际发生费用 (The necessary documents for vehicle ownership transfer are lost: actual cost for re-applying for documents) 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 (The vehicle does not complete the appropriate maintenance in accordance with vehicle's repair and maintenance cycles: the cost for the missing maintenance is calculated based on the costs of

				the missing maintenance set by Mercedes-Benz Authorized Dealer in the vehicle return city and the charge report should be issued by an independent third party) 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 (Parts or User's Manual, Service Manual are missing: the cost of buying original parts and re-applying for the appropriate documents) 车辆里程超出合同规定里程：3元/每超 1 公里 (The returned vehicle's mileage exceed the mileage defined in the Finance Lease Contract: RMB 3 per excessive kilometer) 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 (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) 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：费用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尾款的千分之

				零点四缴纳每日费用，甲方也有权采取其他追偿损失的权利 (Party B fails to assist Party A in releasing the mortgage and transferring the ownership of vehicle within 30 working days after receipt of the notice relating to the release of mortgage due to reasons attributable to party B: 0.4‰ of Final Payment per day multiply delayed days from the 31st working day (inclusive) from requirement of de-mortgage and ownership transfer; Party A has the right to take other actions to compensate the loss)
8	逾期付款违约金 (Liquidated Damages for Overdue Payment)	租金/尾款逾期时收取的违约金 (Liquidated damages charged in case of overdue payment of rentals or final payment)	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 x 18.3%/所在年度全年天数 x 逾期天数 (Overdue Amount * 18.3%/No. of days this year* overdue days)
9	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 2023 年 2 月 11 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 February 11th, 2023. 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

工作时间：工作日 9:00-18:00
客服热线：400-898-1889
客服邮箱：mblc-crm@mercedes-benz.com
微信公众号：【奔驰租赁】，点击"星享服务"-"在线客服及投诉"

Complaint Channel

Working Hours: 9:00 -18:00, Working Day
Customer Service Center: 400-898-1889
Customer Service Mailbox: mblc-crm@mercedes-benz.com
WeChat Official Account:【奔驰租赁】, click"星享服务"-"在线客服及投诉"

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回复客户。

Complaint Handling Process

(1) Customers can provide feedbacks, complaints or suggestions through above channels;
(2) MBLC will handle customer's suggestions or complaints;
(3) Complaint handling department will forward complaint cases or customer's suggestions to the relevant departments;
(4) Relevant departments will verify suggestions or complaints and formulate solutions according to company's policy;
(5) MBLC will provide feedback on solutions to customers if needed.