

Your Mercedes-Benz finance journey.

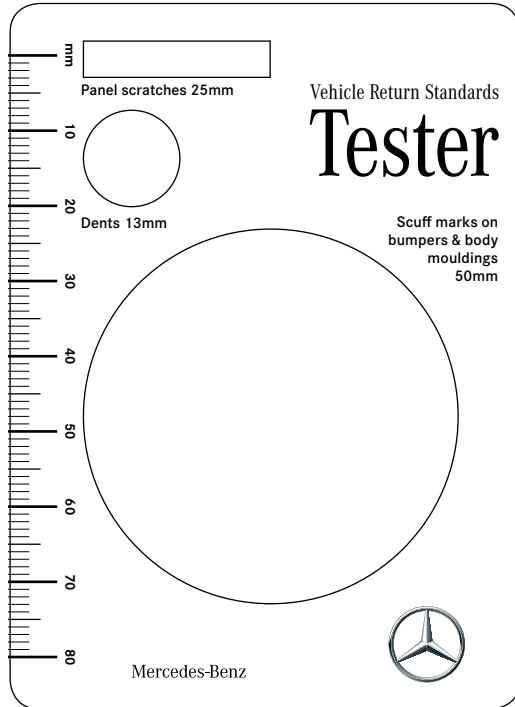


All you need to know.

Mercedes-Benz



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Use the tester card above to assess your Mercedes-Benz for damage that may need to be repaired prior to returning your vehicle at the end of your agreement, should you choose to do so.

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Important Contacts

Mercedes-Benz Finance Customer Services

Lines open Monday to Friday 8.00am – 7.30pm, Saturday 9.00am – 5.00pm, Sunday 11.00am – 4.00pm (calls may be recorded).

Email: customerservices-mbfs@daimler.com

0370 847 0700

Mercedes-Benz Vehicle Enquiries

Monday to Friday 8.00am – 6.00pm (calls may be recorded).

00800 9777 7777

Mercedes-Benz Roadside Assistance

Mobile phone users can call

Lines are open 24 hours, 7 days a week (calls may be recorded).

00800 1777 7777
+44 207 975 7077

Mercedes-Benz Motor Insurance

Monday to Friday 8.30am – 6.00pm, Saturday 9.00am – 2.00pm. (calls may be recorded). All calls charged at local rate.

0345 600 2180

mercedes-benzfinance.co.uk

Welcome to your Mercedes-Benz Finance journey.

Useful information about what happens next.

Congratulations. You have chosen a vehicle that will ensure you get the most out of your driving experience and a finance product to complement it. This booklet contains a summary of your finance agreement type, as well as details of other key services we offer. So sit back, relax and remind yourself exactly why you chose Mercedes-Benz.

What you need to do now... get to know your agreement

This booklet outlines three finance types;

- Agility
- Operating Lease
- Contract Hire.

If in doubt about the finance type you have chosen please refer to your agreement documentation.

What you need to do now

- We recommend that your Mercedes-Benz is serviced and maintained at a Mercedes-Benz Retailer*. If you haven't already taken advantage of the flexible Service Care plans we offer; further details can be found on page 5
- Review our 'Vehicle Return Standards' as we want to make sure you don't suffer any unnecessary or costly surprises in a few years' time.

Manage your agreement online with Mercedes me finance

Mercedes me finance allows you to manage your Mercedes-Benz finance agreement online 24 hours a day, seven days a week. You will be able to:



- Update your contact details including; address, mobile/telephone number and your email address
- Assign the bank account that we take your agreement payments from
- Change your monthly payment date to a more convenient day of the month for you
- Depending on your contract type you can also request an Early Settlement quotation

You will need to register with Mercedes me before you can create a Mercedes me finance account. To create your Mercedes me account simply visit [mercedes-benz.co.uk/mercedesme](https://www.mercedes-benz.co.uk/mercedesme). Once registered, you will have access to the world of Mercedes-Benz where you will experience innovative services and fascinating offers.

* Wherever we use the term 'Mercedes-Benz Retailer' in this booklet, this means any workshop which provides servicing and repair services and holds an after sales Mercedes-Benz franchise.

Protecting your investment from day one

If you haven't done so already, it's well worth considering Mercedes-Benz Motor Insurance. It's rated 5 Star by Defaqto – a leading UK independent financial research company. For more information, see page 5.

Planning ahead

Because you've chosen an agreement type that either requires you to, or gives you the option to return your Mercedes-Benz at the end of the agreement, we've also included a few helpful hints and tips that will go a long way to making sure it comes back to us in the best possible condition.

Here to help when you need us

Your Retailer will be in touch towards the end of your agreement to guide you through the end of agreement process and let you know the options available to you.

We also have a dedicated First Class Finish team to ensure that you receive the best service possible as you approach the end of your agreement.

Enjoy the ride

Once again, we'd like to welcome you to Mercedes-Benz, we'll do everything we can to make sure you continue to benefit from our finance, service and expertise.

If you have any questions about returning your Mercedes-Benz that aren't covered in this booklet, you can find the answers on our website at **mercedes-benzfinance.co.uk**.

or call Customer Services on **0370 847 0700**.

Lines open Monday to Friday 8.00am – 7.30pm, Saturday 9.00am – 5.00pm, Sunday 11.00am – 4.00pm
(calls may be recorded).

Mercedes-Benz Motor Insurance



Defaqto, a UK independent financial researcher, compared Mercedes-Benz Motor Insurance to other motor insurance policies. The result? Our Motor Insurance has received a 5 Star Rating, their highest Rating available, meaning you can be sure of the quality of Mercedes-Benz Motor Insurance. Superb features as standard.

- 24/7 UK accident recovery to your nearest Mercedes-Benz Approved Repairer
- Repairs using Mercedes-Benz GenuineParts
- 180 days' cover as standard for temporary visits to most of mainland Europe (up to three months in one trip)
- Unlimited cover for in-car audio and telecommunications equipment fitted by the factory or Retailer
- Your 'No Claims Bonus' is unaffected if you are involved in an accident with an uninsured driver which is not your fault.

To request your Motor Insurance quote, call **0345 600 2180**
or visit **[mercedes-benz.co.uk/motorinsurance](https://www.mercedes-benz.co.uk/motorinsurance)**

Our UK based call centre is open Monday to Friday 8.30am – 6.00pm, Sat 9.00am – 2.00pm.
For joint protection, calls may be recorded and monitored. All calls charged at local rate.
Underwritten by Aviva Insurance Limited.

Service Care

Your finance agreement requires you to have your vehicle serviced and maintained in line with the Mercedes-Benz vehicle return standards. You can take full control of your routine servicing costs with Service Care by spreading the cost of servicing. You can make a one off payment for the plan or fixed monthly payments.

Parts and labour costs are fixed for the next two, three or four services, and by signing up to a simple plan you can relax in the knowledge that all your routine service costs and any additional service items such as spark plugs, air filters and screen wash are taken care of.

For more information visit **[mercedes-benz.co.uk/servicecare](https://www.mercedes-benz.co.uk/servicecare)**
or speak to the Business Manager at your local Mercedes-Benz Retailer.
Please note that any maintenance to bring service history up to date will be charged for.

Your Operating Lease agreement.

A general overview.

Product features include:

- No large initial deposit
 - Fixed regular monthly payments means you can easily budget
 - Payments are based only on a proportion of the vehicle's value, keeping your monthly payments low
 - Payments are based on your annual mileage agreed at the start of your agreement
 - At the end of the agreement simply hand back the vehicle with no further financial obligations subject to excess mileage and damage charges
- Each year on the anniversary of your agreement start date, you'll receive a VAT certificate. You can use this for your own accounting purposes and, where applicable, to claim back an element of VAT.

What happens at the end of your agreement?

- Your Retailer will be in touch towards the end of your agreement to guide you through the returns process. Please be aware that excess mileage, damage or service history related charges may apply
- You can then lease another Mercedes-Benz or purchase one of your own.

Your Contract Hire agreement.

A general overview.

Product features include:

- No large initial deposit
- Fixed regular monthly payments means you can easily budget
- At the end of your agreement just hand the vehicle back with no further financial obligation subject to excess mileage or damage charges
- Rentals include the cost of Road Fund Licence for the length of the financial agreement
- Payments are based on your annual mileage agreed at the start of your agreement
- Payments are based only on a proportion of the vehicle's value, keeping your monthly payments low.

Road Fund Licence (RFL)

You have chosen to include RFL over the full term of your agreement, therefore Mercedes-Benz will purchase and renew the RFL for each year that your agreement runs for.

If the RFL cost increases, you will be responsible for the increased amount. As a result, we will revise your direct debit payments and you will receive an invoice to reflect these changes. Any increase, or decrease, shall apply to your agreement from the date the changes come into force (which may not be the date of your vehicle's RFL renewal). Your rentals shall be adjusted by the increase or decrease over the remaining period of your agreement and divided by the number of months remaining.

Service, Maintenance and Repair

If you have chosen to include Service, Maintenance and Repair within your Contract Hire agreement you will have one of three levels of cover:

- Service Only covers scheduled maintenance
- Full Maintenance adds wear and tear repairs
- Full Maintenance with Tyres also includes wear and tear tyre coverage.

Please refer to your agreement documentation to confirm which cover you have included.

What happens at the end of your agreement?

- Your Retailer will be in touch towards the end of your agreement to guide you through the process of returning your Mercedes-Benz. Please be aware that excess mileage, damage or service history related charges may apply
- You can then lease another Mercedes-Benz or purchase one of your own.

Your Agility agreement.

A general overview.

Product features include:

- You have the option to own the vehicle at the end of the finance agreement
- Fixed regular monthly payments means you can easily budget
- A final optional purchase payment reduces monthly payments as they are calculated on only a proportion of the vehicle's value
- Flexible deposit and repayment term means you can tailor the financial agreement to suit you
- The Guaranteed Future Value of your vehicle, if returned at the end of your financial agreement, is agreed at the start avoiding any risk of unplanned depreciation and negative equity.

What happens at the end of your agreement?

Your Retailer will be in touch towards the end of your agreement to guide you through the process.

The options available to you include:

- Purchase your Mercedes-Benz by paying the Optional Purchase Payment. A 'Purchase Activation' fee will be debited from your account completing the purchase of your Mercedes-Benz, leaving you free to enjoy your car. To find out this amount, please look at your agreement under the 'other financial information' section.
- Purchase and part-exchange your Mercedes-Benz for a new model. A 'Purchase activation' fee will be debited from your account, the amount is detailed in your agreement under the 'other financial information' section. This will complete the purchase of your Mercedes-Benz. If you chose to part exchange, your local Retailer can tell you how.

- Hand back your Mercedes-Benz without making any further payments apart from any potential excess mileage, damage or service history related charges.

Questions & Answers – General

If a topic you want to know more about is not covered, you will find many more FAQs at [mercedes-benzfinance.co.uk](https://www.mercedes-benzfinance.co.uk). Alternatively, feel free to call or email us with your query.

How do I register for Mercedes me finance?

Mercedes me finance allows you to manage your Mercedes-Benz finance agreement online 24 hours a day, seven days a week. You will need to register with Mercedes me before you can create a finance me account. To create your Mercedes me account simply visit [mercedes-benz.co.uk/mercedesme](https://www.mercedes-benz.co.uk/mercedesme).

What shall I do if my personal or other information changes?

If you register with finance me through Mercedes me at [mercedes-benz.co.uk/mercedesme](https://www.mercedes-benz.co.uk/mercedesme), you will be able to make changes quickly and easily whenever you need to, wherever you are. Or simply call or email Customer Services.

Can I have a copy of my agreement?

If you misplace your original countersigned agreement, just call or email Customer Services and we'll be happy to send you a replacement.

Can I settle my existing agreement?

Talk to your local Retailer for the best options or request a quotation yourself on Mercedes me finance.

What is the charge for excess mileage?

You will find the excess mileage charge and details of your annual mileage allowance on your agreement.

If I take out Mercedes-Benz Motor Insurance, where will my car be repaired?

All repairs are carried out by a Mercedes-Benz Approved Repairer.

What condition should my vehicle be in if I return it?

This question is answered in detail on pages 13 to 19.

Don't forget you can also manage your finance agreement online 24 hours a day, seven days a week using Mercedes me finance. You will need to register with Mercedes me before you can create a Mercedes me finance account. To create your account simply visit [mercedes-benz.co.uk/mercedesme](https://www.mercedes-benz.co.uk/mercedesme).



Questions & Answers – Contract Hire

All ‘Questions and Answers’ on this page are relevant to Contract Hire agreements only.

When will I receive my new Road Fund Licence (RFL)?

Your first RFL will be provided in your new vehicle. Under the terms of your Contract Hire agreement any subsequent RFL renewals will be requested by Mercedes-Benz Finance on your behalf. As tax discs are no longer issued by the DVLA, a letter will be issued advising that the tax has been renewed before the end of the month of expiry. For Northern Ireland vehicles, it is your responsibility to renew your tax disc and send proof of purchase to us.

What do I do if I want to take my vehicle abroad?

Please contact Customer Services on **0370 847 0700** for a VE103 form.

Please note that a fee may be applicable.

How will I know when my vehicle is due for an MOT?

We will send an MOT reminder approximately one month before your MOT is due. Once your MOT is complete you are required to return the certificate to us in the envelope provided with the reminder. If you misplace the prepaid envelope please post your certificate to Fleet Administration, Mercedes-Benz Financial Services UK Ltd, Tongwell, Milton Keynes, MK15 8BA.

Will I receive my V5C document?

The vehicle will be registered to Mercedes-Benz Finance, who will retain the V5C until the end of the agreement.

What will happen with parking, speeding fines and congestion charges?

As the vehicle is registered to Mercedes-Benz Finance we will receive the fine and will transfer liability for all parking and speeding fines to you. All congestion fines will be paid by Mercedes-Benz Finance and recharged to you. Please be aware that you may be charged an administration fee (excludes Northern Ireland customers, the fine will go directly to you).

If you have any questions regarding these fees, fines and other details of your agreement please contact us on **0370 847 0700**.

How to make a complaint

Your views are important to us. If our service hasn't lived up to your expectations, we want to know.

Stage 1 – Contact us

If you have reason to complain, you can contact us by calling **0370 847 0700**, emailing customerservices-mbfs@daimler.com or writing to us at: Mercedes-Benz Finance, Tongwell, Milton Keynes MK15 8BA. We'll provide written acknowledgement of your complaint within five working days.

Stage 2 – Our response

If we are unable to resolve your complaint by close of business the next working day, we will inform you and your complaint will be escalated for further investigation.

Within four weeks of receiving your complaint, we will write to you with the outcome of our investigation. If we need to carry out further investigations, we will inform you of any delay with an estimated completion date which should be within four weeks of the initial complaint creation.

In some instances where we are unable to resolve your complaint within four weeks, we will write to you with an update and an anticipated resolution date which should not exceed eight weeks from the date we received your complaint.

Stage 3 – What to do if you're not satisfied

If the matter is not resolved to your satisfaction, you may refer your complaint to the Finance and Leasing Association Complaints Handling Team. They will independently explore the situation in line with their Code of Practice. You can contact them at: Finance and Leasing Association, Imperial House, 15-19 Kingsway, London WC2B 6UN. If your complaint is regarding Vehicle Return Standards, you should instead contact the BVRLA (British Vehicle Rental and Leasing Association) at: British Vehicle Rental and Leasing Association, River Lodge, Badminton Court, Amersham HP7 0DD.

Stage 4 – Independent review

If we have not provided you with our final response within eight weeks of the date you first complained, or if you are not satisfied with the outcome, you can refer your complaint to the Financial Ombudsman Scheme for an independent review at: Financial Ombudsman Service, Exchange Tower, Harbour Exchange Square, London E14 9SR or visit financial-ombudsman.org.uk.

How to look after your Mercedes-Benz

Service your Mercedes-Benz at a Mercedes-Benz Retailer

Your vehicle must be serviced, in accordance with the manufacturer's suggested service intervals. We recommend that your servicing is carried out at a Mercedes-Benz Retailer, this helps avoid or reduce any additional fees when returning your vehicle. Our Mercedes-Benz-trained technicians use GenuineParts, which forms a part of our Vehicle Return Standards requirements. Details of our Mercedes-Benz Retailers can be found at mercedes-benz.co.uk and are contained within the manual supplied with your vehicle.

Avoid using automated car wash machines

Frequent use of automated car washes will damage the paintwork. Strong chemicals detract from the paintwork's shine, so avoid using household washing-up liquids. We recommend you only use Mercedes-Benz approved car shampoo.

Use a Mercedes-Benz Approved Bodyshop for bodywork repairs

If you choose to return your vehicle at the end of your agreement, we recommend that your car is maintained at a Mercedes-Benz Retailer. You may be charged to rectify any poor repair work that is not carried out by a Mercedes-Benz Retailer.

Check your tyre pressure

Incorrect tyre pressure increases your fuel consumption, can increase tyre wear and causes your Mercedes-Benz to handle poorly and can lead to blowouts.

Prevent stone chips

One of the hazards of everyday motoring is stone chips. You can reduce this occurrence by leaving a greater distance from the car in front of you. The proper braking distance can diminish chips by 80%.

Repair stone chips immediately

It doesn't take long for a stone chip to develop into a rusty spider under the paint. Please ask your local Mercedes-Benz Retailer to undertake any minor repairs, which will cost less than if the chips are allowed to become rusty.

Clean the interior regularly

Make sure that any floor mats supplied with your Mercedes-Benz remain in it. If they wear through, arrange with an approved Mercedes-Benz Retailer to replace them.

Check your oil and coolant levels regularly

To get the best performance from your Mercedes-Benz while preventing serious damage to your engine, change your oil and filter according to our guidelines, and add coolant when needed.

Mercedes-Benz Vehicle Return Standards

When it's time to return your Mercedes-Benz.

Please read the following pages which outline our Vehicle Return Standards, and what we consider acceptable and unacceptable damage. These standards can help you to avoid any additional charges.

For visual examples of acceptable and unacceptable wear and tear, please see the hints and tips enclosed, or visit the existing customer section at [mercedes-benzfinance.co.uk](https://www.mercedes-benzfinance.co.uk) and watch our helpful videos.

Please note:

- Anything mentioned in the 'Not Acceptable' column section of the following pages is likely to be charged for on return of the vehicle
- A full service history is required from a Mercedes-Benz Retailer. If this is not provided you will be charged in accordance with the matrix supplied in your agreement
- All vehicles over three years old from the date of registration will need a valid MOT certificate. We cannot allocate drivers to collect the vehicle without a valid MOT, in which case you may be charged for a transporter to return the vehicle and the cost for an MOT
- If you have a 'cherished' number plate, it's important to place it on retention with the DVLA who advise you do this at least 10-12 weeks before the end of your agreement (call 0300 790 6802 , or go to gov.uk/keep-registration-number). When you have the new registration number please let Customer Services know so that they can update the vehicle's details.

Fair Wear & Tear

Our expectations for your Mercedes-Benz.

Vehicle checklist

If you are returning your vehicle as part of your agreement, please ensure that your vehicle meets the 'Vehicle Return Standards' before having it collected by one of our representatives.

Items to be returned with your Mercedes-Benz

- V5C log book
- Spare Keys
- Transmitter and codes
- Alarm system
- Locking wheel nuts
- Handbook
- Complete Service Manual

Body and Paint

There will be no charge for light damage. The most severe dents will be repaired as cost effectively as possible, but damage that has penetrated the base coat will be charged. Any vehicle wraps or livery will need to be removed and the vehicle returned to its original factory colour.

✓ Acceptable:

- Minor body dents, typically those caused by door-to-door contact, provided that:
 - a) they are less than 13mm (1/2") in diameter – maximum one dent per panel to maximum of two dents per vehicle for vehicles up to two years old and four dents for vehicles over two years
 - b) if more than two (or four) dents exist, the most severe should be repaired
- Light surface scratches not through the top coat which can be removed by polishing/touch up



Examples shown are of unacceptable damage.

Body and Paint (continued)

- Any chipping of paintwork that can be attributed to normal usage (e.g. chips caused by stones flying off public road surfaces) provided that they do not penetrate the vehicle base coat nor show signs of corrosion
- Previous repair up to an acceptable standard.

Not Acceptable:

- Any excessive chipping of paintwork arising from non-public road use e.g. gravel drives, industrial sites or private roads
- Any chipping and scratching of paintwork that has penetrated the base coat and/or has caused corrosion of any kind which cannot be polished out
- Dents on swage lines or folder edges. Dents on high profile panels, i.e. bonnets/wheel arches, etc
- Industrial, chemical fall-out or other forms of contamination
- Body panel misalignment not consistent with manufacturer's finish
- Previous body repairs and paint rectification if there is evidence of poor colour match, ripples, preparation marks, visible overspray, masking lines or excess dirt in paint. Excess paint chips which detract from the overall appearance of the Mercedes-Benz, or panel
- Under-body damage affecting the structural integrity of your Mercedes-Benz or warranty
- Damaged aerials. Drilled holes for telephone aerial fittings where the aerial has been removed
- Any missing caps or covers on the bodywork.



Examples shown are of unacceptable damage.



Bumpers and Body Mouldings

✓ Acceptable:

- Scuff marks up to 50mm (2"), which do not adversely affect the overall appearance of your Mercedes-Benz.

✗ Not Acceptable:

- Discoloured, loose, cracked, distorted, gouged or split bumpers and mouldings that require replacement, plastic welding or painting
- Dented bumpers and/or any dents penetrating through to the base material where painted
- Repairs not conforming to original finish and specification.



Examples shown are of unacceptable damage.

Glass

✓ Acceptable:

- Chips on windscreen, which are less than 5mm, providing they do not obscure the driver's line of vision to a maximum of two per windscreen (MOT standards)
- Headlamp lenses with minor chips, which do not detract from the overall appearance of your Mercedes-Benz or affect the efficiency of the lamp
- Light scratches around periphery of the windscreen.

✗ Not Acceptable:

- Scratches and cracks in glass or stone chips with signs of cracking will need to be repaired
- Cracks or damage to the windscreen within the driver's line of sight
- Chips greater than 5mm
- Incompatible window etchings
- All lamps must be operational, holes or cracks in the glass or plastic covers of lamp units are not acceptable.

Interior

The interior of your Mercedes-Benz must be in a good condition for the age and mileage of the vehicle. Spare keys, transmitters and codes, alarm system, locking wheel nuts and Handbook and Service Manual must be complete and left in your Mercedes-Benz.

✓ Acceptable:

- Normal wear and tear to carpets, trim, upholstery, etc
- Seat cover/trim repairs to a high standard
- Texture repairs or colour matching plugs resulting from the removal of telephone/accessory equipment.

✗ Not Acceptable:

- Burns to trim, seat covers, headlining and floor coverings requiring repair
- Stains or discolouration of a permanent nature
- Tears, cuts, rips and holes through seat covers, headlining and floor covering
- Broken or damaged interior mouldings, trim pads, instrument panel, sun visor or headlining, etc.
- Holes resulting from the removal of telephone accessory equipment. Telephone fitting kits should be left in-situ wherever possible
- Any extended warranty items.

Underside

Our engineers will check the underside of the vehicle for any impact damage.

✓ Acceptable:

- Minor dents and deformation, such as stone damage, as long as they have not caused major corrosion. Any suspected impact damage should be investigated and dealt with professionally by a Mercedes-Benz Retailer.

✗ Not Acceptable:

- Significant damage or distortion to chassis components.



Examples shown are of unacceptable damage.



Wheels and Tyres

Your Mercedes-Benz must conform to the original specification of the vehicle. It must have matching tyres (of a size and premium brand, approved by the manufacturer) on each axle, for example, Pirelli or Bridgestone.

✓ Acceptable:

- Scuffed sidewalls which can be cleaned
- Minor scuffing or damage under 25mm to the vehicle alloy or steel rim edge or wheel face
- Minimum remaining tread of 1.6mm across 75% of the tyre, in line with current legislation (MOT).



Examples shown are of unacceptable damage.

✗ Not Acceptable:

- Tyres showing uneven wear indicating steering damage, i.e. tyre tread feathering
- Remoulds and other substandard tyres
- Any gouge, crack, cut, torn or plugged tyre side wall
- Less than 1.6mm tread depth across 75% of the tyre including spare
- Cracked or distorted wheel trims
- Scuff chips and scratches exceeding 25mm
- Tyres with excessive wear not matching age or mileage of your Mercedes-Benz.

Oil Leaks

✓ Acceptable:

- Some minor oil misting or dampness around seals or gaskets, providing oil drips are not present.

✗ Not Acceptable:

- Any serious oil leakage which should be rectified at the earliest opportunity.

Luggage Area

✓ Acceptable:

- Light soiling from normal use.

✗ Not Acceptable:

- Torn rubber aperture seals and paint scratched down to the bare metal.

Door Aperture Tread Area

✓ Acceptable:

- A minor amount of scuffing to the door and luggage area treads and sills.

✗ Not Acceptable:

- Damaged paintwork down to bare metal and aperture seals that are torn.

Rubber Seals

✓ Acceptable:

- Normal wear resulting in a minimal amount of minor damage and splits to rubber door and other seals.

✗ Not Acceptable:

- Evidence of neglect or abuse. If a seal becomes displaced it should be refitted immediately to avoid it becoming trapped or torn.



Examples shown are of unacceptable damage.

If you have any questions about returning your Mercedes-Benz, you can find the answers in the FAQs section of our website at [mercedes-benzfinance.co.uk](https://www.mercedes-benzfinance.co.uk) or call Customer Services on **0370 847 0700**.

Lines open Monday to Friday 8.00am – 7.30pm, Saturday 9.00am – 5.00pm, Sunday 11.00am – 4.00pm (calls may be recorded).

Mercedes-Benz Finance

Telephone: 0370 847 0700 mercedes-benzfinance.co.uk

Mercedes-Benz UK Limited is a company registered in England and Wales with company number 2448457 and has its registered office address at Tongwell, Milton Keynes MK15 8BA.

Mercedes-Benz Finance is a trading name of Mercedes-Benz Financial Services UK Limited.

Registered in England and Wales 2472364. A Daimler Company, Tongwell, Milton Keynes MK15 8BA.

In respect of regulated consumer credit activity, Mercedes-Benz Financial Services UK Limited is authorised and regulated by the Financial Conduct Authority.

Mercedes-Benz Financial Services UK Limited is a member of the Finance and Leasing Association and supports their Code of Practice, which protects you as a customer. A copy of the Code and its accompanying complaints procedure is available from us free of charge on request.

Mercedes-Benz Motor Insurance is arranged by Daimler Insurance Services UK Limited Registered in England No 3510012. A Daimler Company.

Registered Office: Tongwell, Milton Keynes MK15 8BA, United Kingdom. Underwritten by Aviva Insurance Limited. Registered in Scotland, No. 2116. Registered Office: Pitheavlis, Perth PH2 0NH. Daimler Insurance Services are authorised and regulated by the Financial Conduct Authority. Aviva Insurance Limited are authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. For joint protection calls may be recorded and/or monitored. We may decline to quote in some circumstances.

This brochure provides only an outline of the benefits of cover available and does not constitute full terms and conditions.

Though accurate and up to date at the time of going to press (02/2016), details may change without prior notice.

Mercedes-Benz Financial Services UK Limited is committed to reducing paper waste.

