

You're nearing the end of your finance agreement.



But we're still here if you need us.

Mercedes-Benz Finance





# Important Contacts

## Mercedes-Benz Finance Customer Services

0370 847 0700

Van: For the opening hours of our UK based call centre please visit [mbvans.co.uk/contactus](http://mbvans.co.uk/contactus) (calls may be recorded).

Truck: For the opening hours of our UK based call centre please visit [mbtrucks.co.uk/contactus](http://mbtrucks.co.uk/contactus) (calls may be recorded).

Email: [customerservices-mbfs@daimler.com](mailto:customerservices-mbfs@daimler.com)

## Mercedes-Benz Van Roadside Assistance

00800 3 777 7777

If calling from overseas:

+44 207 660 9991

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

## Mercedes-Benz Truck Roadside Assistance

00800 5 777 7777

If calling from overseas:

+44 207 660 9992

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

[mercedes-benz.co.uk/existingfinancecustomers](http://mercedes-benz.co.uk/existingfinancecustomers)

# What happens now?

We're here to help with any questions.

## **We're with you all the way**

We want to continue providing the best possible service right up until your agreement finishes, so don't hesitate to get in touch with any queries you might still have.

If you're thinking of upgrading to a new vehicle, you can find out more about our latest finance offers by speaking to your Business Manager, or visiting **[mbvans.co.uk](http://mbvans.co.uk) and [mbtrucks.co.uk](http://mbtrucks.co.uk)**

## **If your vehicle is due for a service...**

Your vehicle may be due for a final service before your agreement ends. If that's the case, we highly recommend you use a Mercedes-Benz Commercial Vehicle Dealer.

To make sure your vehicle gets the attention and care it deserves, visit **[mercedes-benz.co.uk/localdealer](http://mercedes-benz.co.uk/localdealer)** to find your nearest Dealer.

## **If you have a Finance Lease agreement, your options are...**

- Establish a VAT-registered unconnected third party to purchase your vehicle at its current market value (we will appoint you as our agent to complete the sale), and then notify us of their details. An invoice will be raised and upon receipt of the sale price, you'll receive 95% of the sale proceeds
- Hand back the vehicle and we'll collect and sell the vehicle on your behalf, at auction. You'll receive 95% of the sale proceeds minus our administration costs
- Continue to use your vehicle for a further agreed period in return for a 'peppercorn' payment, equal to one month's rental per annum. Conditions apply.

## **If you have a Hire Purchase agreement...**

- Once you've completed your monthly payments, paid the 'Option to Purchase fee' (and final balloon payment if applicable), the vehicle is yours to keep
- The 'Option to Purchase fee' will be debited from your account with your final payment. You'll find this amount in your agreement under the 'other financial information' section. This will complete the purchase, leaving you free to part-exchange for a new vehicle, or to simply continue driving your current vehicle.

## Mercedes-Benz Finance

Telephone: 0370 847 0700 [mercedes-benz.co.uk/finance](http://mercedes-benz.co.uk/finance)

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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.

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