

About WESTERN STAR Finance and *Insurance

At Western Star Finance and *Insurance, we understand that owning a WESTERN STAR vehicle is something rather special. The sheer quality, individuality, and supreme engineering excellence of our vehicles ensure that your vehicle is not just an incredible driving experience, but a valuable investment.

Our quest for service excellence has led to the development of branded WESTERN STAR Finance and *Insurance, to offer you solutions to compliment your lifestyle. Why settle for less when there is a range of products and services that reflect the exceptional values and standards of the Mitsubishi WESTERN STAR marque?

When you finance a WESTERN STAR vehicle through WESTERN STAR Finance and *Insurance, you will receive dedicated branded financing, ensuring you get a product which has been tailored exactly to your needs.

The benefits of using this site

If you answer Yes to any of the following questions, you'll benefit from using this website:

- Do you want to drive a new or used WESTERN STAR vehicle now or in the near future?
- Do you want credit approval in real time?
- Do you want to find out what your repayment will be with our range of finance products?
- Do you want the entire vehicle finance process to proceed rapidly and efficiently?
- Do you want innovative, quality products?
- Do you want to make an informed decision that best suits your financial needs?

WESTERN STAR Finance and *Insurance provides dedicated, innovative financial solutions tailored to your needs. What's more, you can complete the entire journey in a few simple steps from the comfort of your home or office. Select the finance or insurance, warranty and maintenance products that best suit your lifestyle, calculate your monthly repayments and receive credit approval online.

Finance and Leasing Products

Contract Purchase (Choices)

Choices is an innovative finance plan that puts you in the driver's seat. It gives you the opportunity to drive a new vehicle model as often as you like. Put simply - the luxury of choice. With this unique finance plan, you get to choose an option that suits you best at the end of the agreement period.

You can:

- Make the final payment and take ownership of the vehicle;
- Trade the vehicle in for a new model;
- Extend the agreement period by spreading the cost of the final payment;
or
- Simply return the vehicle with no further obligation.

How does choices work?

Choices is really simple. All you do is:

- Agree on how long you would like to drive the vehicle
- Determine whether you wish to pay a deposit**
- Anticipate how much mileage you'll cover over the contract period
- Agree on a monthly payment

Benefits of Choices

- Reduced monthly payments
- Flexible end of agreement options:
 - Make the final payment and take ownership of the vehicle
 - Trade the vehicle in for a new model
 - Extend the agreement period by spreading the cost of the final payment
 - The final payment is agreed and Mercedes-Benz Financial Services carries the risk of final payment**
 - Return the vehicle with no further obligation
- Opportunity to drive a new vehicle more frequently
- VAT capitalised at outset of agreement
- Finance charges and depreciation are deductible from income tax
- Maximum tax benefit achieved
- Increased balance sheet asset value

**Subject to kilometre and condition clauses

Instalment Agreement

The Instalment Agreement is the traditional way of financing your vehicle of choice. There are no surprises, only predictable and regular monthly instalments.

As a potential customer, there is no mandatory minimum deposit. A deposit however may be required by our Credit Department. What you get out of the deal is a finance package where repayments are payable in regular monthly instalments over an agreed period.

Benefits of Instalment Agreement

- Acquisition of vehicle
- Fixed or variable interest rates
- Repayments over an agreed period
- Tailor-made payment structures
- VAT capitalised at the outset of agreement
- Finance charges and depreciation are deductible from income tax (dependent on the customer profile)

Instalment Agreement with Balloon

Instalment Agreement with Balloon is a simple and effective way for acquiring a vehicle with lower monthly instalments, with a final payment that transfers ownership to you, the customer.

How does it work?

A final payment is negotiated at the outset of the agreement, and the remaining cost, plus interest charges, is then repayable in regular or monthly repayments over an agreed period. When the final payment is made, ownership is transferred to the customer.

Benefits of Instalment Agreement with Balloon

- Lower monthly payments with a final payment – responsibility of buyer
- Acquisition of vehicle – after final instalment
- Fixed or variable interest rates
- Repayments over an agreed period
- Tailor-made payment structures
- VAT capitalised at the outset of agreement
- Finance charges and depreciation are deductible from income tax (dependent on the customer profile).

Lease

Lease a vehicle for an agreed period with the option of ownership. Tailor-made to suit the needs of the customer, this agreement allows you to lease the vehicle for an agreed period with the option of ownership. Alternatively, the lease may be extended at the end of the agreement period.

Benefits of Leasing

- Option to take ownership of the vehicle or extend the lease at the end of the agreement
- Lease payments are tax deductible
- VAT capitalised at the outset of the agreement

Rental

The rental package is specially designed for the customer who would like to pay for the use of a vehicle, rather than ownership. After estimating your anticipated mileage, your vehicle is rented to you for an agreed period. At the end of the rental period, the vehicle is simply returned, removing the worry of disposal, and the risk of ownership remains with Mercedes-Benz Financial Services throughout.

Benefits of Rental

- Use of vehicle with option to buy
- Capital expense eliminated and improved cash flow
- Rental fully tax deductible as operating expenses (dependent on customer profile)
- Asset not reflected on the Balance Sheet
- VAT claimable and payable monthly (not capitalised up front)
- No vehicle disposal risk
- Only pay for use of vehicle
- Option to drive a new vehicle more often
- Reduced monthly payment

Insurance Offerings

ExecuTransport

	Cover	LIBRA
Model	Mercedes-Benz Western Star WESTERN STAR Western Star	All NEW Commercial Vehicles supplied by MBSA and distributed through the franchised dealership network in South Africa Note: Values based on standard chassis cab models
Trailers	Comprehensively insured	Cover can also be arranged on all trailers on a flat rate basis of 3% of trailer value
Standard Cover Included as part of the monthly premium	Comprehensively Insured	Yes
	Vehicle Value	Vehicles to be Insured at Agreed Value Basis (Retail Value plus 10%)
	Towing-in and Recovery	Unlimited, provided that Regent's appointed company car towing services are used.
	Repatriation Cost (Cross Border Towing)	R 30,000.00
	Third Party Cover	R 5,000,000.00
	Storage Release Fees	R 50,000.00
	ExecuBonus	If the loss ratio is less than 55% of earned premium, 10% of gross premium, excluding fees and commission, goes back to the client after every 12 months
Optional Added Benefits	Windscreen Cover	Automatically included
Optional Added Benefits	Drive Report	Once-off fee of R 30.00 thereafter R 10.00 per vehicle additional monthly
	Road Management Services (RMS) Accident Scene Management	Additional monthly fee of R 50.00 per vehicle

Optional Value Added Products Underwritten by Regent	Value Added Products	<p>** Will only be offered in the event that no similar product was offered by the Dealerships</p> <ul style="list-style-type: none"> • Own Damage Excess Reducer • Total Loss Excess Reducer • Third Party Excess Reducer • Downtime Cover / Loss of use • Credit Shortfall • Deposit Protector • Recovery and Cross Border Towing
Underwriting Criteria	Annual Premium	Premium must be paid upfront, or financed at 10% interest through Anvil Premium Finance (already included) Mercedes-Benz ExecuTransport product offering managed and administrated by Libra Brokers Premiums quoted based on finance of 12 months insurance period
Excess Structure (Cumulative)	Own Damage Excess	10% of Sum Insured
	Theft & Hijack	Additional 10% of Sum Insured
	Third Party	R 5,000.00
	Windscreen Cover	20% of claim, min. R1,000.00
	Driving between 23:00 - 04:00	Additional 5% of claim
Excess Structure (Cumulative)	Foreign Drivers	R10,000.00

Income	Dealer Incentive per unit	Non Refundable incentive
		R 1,000.00 (if sum insured is less than R 500,000.00 per unit (trailers 50%))
		R 2,000.00 (if sum insured is more than R 500,000.00 per unit (trailer 50%))
		Maximum of R 20 000 per client

Value Added Products

Shortfall Protection

Credit Shortfall comes into play when an insured vehicle is stolen, hijacked or written-off and the relevant underlying comprehensive insurer settles a claim. If a shortfall claim arises between the claim amount paid and the Statutory Settlement Balance ('Outstanding Capital') in terms of the Credit Agreement, the Credit Shortfall Protection will pay the Credit Shortfall difference.

Deposit Protector

The Deposit Protector cover will pay the customer the amount as per the option stipulated and selected in the insurance schedule, in the event of a total loss caused by a valid insurance claim on the underlying policy. The maximum indemnity per event on this product is limited to the option selected, i.e. R100,00; R200,000 or R300,000. The policy will pay out in the event of total loss due to theft, hijacking or write-off.

1. Total Loss Excess Reducer

The Total Loss Excess Reducer, reduces the excess in terms of the Underlying Policy up to a maximum amount as stated in the schedule of insurance limited to R300,000. Vehicle recovery costs of up to R10,000 per event is included in this cover. The policy pays out in the event of total loss due to theft, hijacking or write-off. A period of 6 weeks must lapse from the insured event until such time the benefit under the product becomes payable. In terms of the write-off, the benefit under this product becomes payable as soon as payment is made on the underlying policy.

2. Own Damage Excess Reducer

Own Damage Excess Reducer, reduces the excess in terms of the underlying policy in respect of an accidental damage to the insured vehicle as defined in the schedule of insurance. Own Damage Excess Reducer has three options, i.e. R50,000; R100,00 and R150,000. Within this cover, an inner excess of R5,000; R15,000 and R25,000 applies respectively. The purpose of this is to cut the nuisance claims, such as windscreens, tyre, etc., out. Damage on non standard equipment and fittings to the vehicle are not covered in terms of this product. Cover is limited to the actual own damage excess in terms of the Underlying Policy, or the option as selected, whichever is lesser.

Downtime Cover

Downtime Cover is only applicable in the event of a valid claim in terms of the Underlying Policy. The product offers a weekly cash benefit for the period that a nominated vehicle is laid up as a result of an accident, theft or

hijacking. The cash benefit is intended to be utilised for the rental of a similar vehicle to allow the customer continued operations, should the vehicle be laid up as a result of an insured event. Cover is for a period of 6-16 weeks, ranging from R1,000 to R10,000 per week, with a maximum liability of R160,000. Vehicles and trailers are individually insured and the sum of the insured per vehicle may vary. Mechanical or technical breakdown is not covered in terms of this product.

Finance Protection

a. ExecuLife comprises:

- Immediate Full Cover
- Death Cover
- Disability Cover (permanent total or temporary total)
- Retrenchment Cover
- Personal Catastrophe Cover
- Hospitalisation Cover
- Funeral Cover
- Booster Cover

ExecuLife Benefits

- Immediate settlement on diagnosis of any one of the 15 dreaded diseases
- Funeral benefit pays out to the beneficiary to provide for funeral expenses
- Retrenchment benefit will pay your instalments for up to 6 months
- Hospitalisation benefit will pay your instalments if you are hospitalised for 7 consecutive days
- A 2nd life can be insured for 30% of the premium for the same benefits

Booster Benefits:

- 10% cash back on premiums after 3 years if no claim was made
- double payout on any settlement benefit after 24 months (excludes residuals)
- 10% discount on premium of future policy with Mercedes-Benz Financial Services or the underwriting insurer

b. ValueLife

ValueLife comprises

- Immediate Full Cover
- Death Cover
- Funeral Cover

ValueLife Benefits

- Upon death, the outstanding loan is settled. It will not be linked to the estate
- The Funeral benefits pays out the beneficiary to provide for funeral expenses.
- A 2nd life can be insured for 30% of the premium for the same benefits

The National Credit Act (NCA) came into effect on 1 June 2007, and has since replaced the previous Credit Agreements Act and Usury Act. The objective of the Act is to promote and advance the social economic welfare of South Africans by:

- Endorsing a fair and transparent credit market;
- Encouraging a competitive, responsible and sustainable credit market;
- Supporting an accessible, efficient and non-discriminatory credit market;
- Combating over-indebtedness of consumers;
- Providing consumer education and protection.

The Act classifies different customer types as being either within the Act or outside the Act, and also distinguishes between small, intermediate and large agreements.

As a responsible lender, Mercedes-Benz Financial Services is a registered Credit Provider that complies and adheres to the NCA, because we believe in a fair and transparent credit market. Mercedes-Benz Financial Services has introduced various new processes and systems to fully support the NCA, and you can obtain NCA compliant advice from any of our Mercedes-Benz Dealerships nationwide.

Attached below are some Frequently Asked Questions (FAQ's):

To whom does the NCA apply?

The Act applies to all Credit Providers. They must be registered in terms of the Act as recognised lenders. The Act also applies to all private individuals, sole proprietors, trusts with less than three trustees and juristic persons with asset value less than R250 000 or turnover less than R1 million.

What impact does the NCA have on me as a consumer?

Credit Providers are restricted in terms of allowable fees, interest rates and inclusions in a credit agreement, and need to be fully transparent with no hidden costs, clauses etc. There is also a huge onus on the Credit Provider to ensure that the consumer can afford the debt, thus reducing over-indebtedness. This is achieved by asking additional questions at the point of sale regarding your detailed income and expenses. A Credit Provider now also needs to take disposable income and not only gross salary into consideration when granting credit.

What is a Pre-Agreement Quote?

A Credit Provider has to provide the consumer with a Pre-Agreement Quote that states the full terms and conditions of the actual agreement. This Pre-Agreement Quote should be 100% similar to the actual agreement and is valid for a 5 day period. It should be presented to and signed by the consumer prior to entering into the actual agreement.

What documentation will be required when applying for credit?

- Your green bar-coded ID;
- Detailed proof of income and expenditure;
- Proof of residence (e.g. water and electricity bill).

How do I know if the consultant I am dealing with is competent in terms of the NCA?

Credit Providers are required to ensure that their staff and agents are accredited and familiar with the requirements of the NCA. Accredited agents will have a National Credit Regulator (NCR) ID card that they should present to you as proof that they have been accredited.

How can I obtain a copy of my personal credit record?

You may obtain a free credit report annually from any credit bureaux in the month of your birthday. Additional reports may be obtained at an additional cost.

What happens if my application for credit is declined?

A credit provider needs to provide you with a reason, in writing, why your application for credit has been declined.

Is it required to pay a deposit for a new vehicle?

The NCA allows you to enter into a credit agreement without paying a deposit to the Credit Provider. This is however subject to Credit Approval and will vary depending on the application.

May any Credit Provider ask you to waiver your rights under the NCA for whatever reason?

You should not sign any document that is blank and you are not required under any circumstances to waive your rights under the NCA.

Will the NCA protect me as a consumer under all circumstances?

The Act has provided remedies for some level of protection such as Debt Counseling and Debt Restructuring. Should you misrepresent details of your income and expenditure to the Credit Provider, you will not be able to seek protection from the Act for over-indebtedness.

What penalties may the Credit Provider charge should I wish to settle my debt early?

For small and intermediate agreements no penalties may be charged, but on large agreements up to 90 days interest may be charged. Capital reductions may however be done at any stage without attracting penalties or additional fees.

How can I obtain more detailed information on the NCA?

Visit www.ncr.org.za

Glossary of Terms

Accounting Balance

A portion of the outstanding balance comprising of finance charges (excluding the original cost of the vehicle). An amortization schedule is available upon request at our Customer Service Department on 0861 324 653 or fax (012) 660 7219 or simply send us an e-mail info@mbfssa.co.za.

Capital Balance

A portion of the outstanding balance comprising the original cost of the vehicle. An amortization schedule is available upon request at our Customer Service Department on 0861 324 653 or fax (012) 660 7219 or simply send us an e-mail info@mbfssa.co.za

Deposit

A deposit is an initial payment to be made at the beginning of a finance agreement. A deposit is not mandatory but may be required by the Credit Department.

Disposal Risk

Disposal risk is associated with selling your vehicle at the end of the agreement, i.e. finding a buyer and getting a fair price for your vehicle.

Final Payment

Final payment is a lump payment usually payable at the end of the agreement. Depending on the finance agreement you have decided on, several options are available.

Fixed Interest Rate

A finance agreement signed-up with a fixed interest rate, the monthly repayment will not be adjusted according to changes in the predetermined market rate.

Fleet Management

debis Fleet Management, a subsidiary company of Mercedes-Benz Financial Services, offers fleet management. This entails administration services for more than one vehicle.

Off-Balance Sheet Funding

Financing your vehicle in such a way that it is not reflected on the balance sheet of your business or employer. This facility is available to you because Mercedes-Benz Financial Services is prepared to carry the risk on certain finance agreements.

Principal Debt

The principal debt consists of the cost of the vehicle plus finance charges for the entire period of the agreement.

Settlement

Early settlement involves the paying of the outstanding balance before the end of the agreed period of your agreement.

Wear and Tear

Wear and tear entails the loss of value due to the usage of a vehicle for business purposes. The wear and tear amount can be claimed as a business expense.

Frequently Asked Questions

Question: When is the first monthly payment on my contract due?

Answer: The first monthly payment/Rental or future payments are due on the dates indicated on your contract under the payment schedule. Should the said date fall on a weekend or public holiday, the payment will be collected on the first business day thereafter. The remaining monthly payments/Rentals will be deducted until the final payment is received as indicated in your contract under the payment schedule.

Question: What is the amount of my monthly payment?

Answer: The Rand value of the monthly payment is indicated in your contract under the payment schedule. For all Lease and Rental contract customers, please note that the instalment amount excludes the VAT amount payable on a monthly basis.

Question: Will I be charged an Initiation Fee and if so, what is this for?

Answer: Yes, you will be charged an Initiation Fee. This fee is to cover the cost involved with initiating a credit agreement. This fee is allowed for by the Regulations of the National Credit Act. You have two options of paying this fee:

1. You may finance the Initiation Fee in your Principal Debt and it will attract interest; or
2. You can pay it upfront (interest free).

The amount is specified in your schedule.

Question: Will I be charged a Monthly Service Fee and if so, what is this for?

Answer: Yes, the frequency and value of the amount is stipulated in your contract. This is a fee to cover the maintenance involved in the contract (e.g. maintaining the system, processing of debit orders etc).

Question: How do I change my personal or payment details?

Answer: Certain personal details may be changed telephonically with our Customer Services Department. Should you however wish to amend your physical address or bank details, we would need a written request together with the relevant supporting documents. Kindly contact our Customer Services Department and a dedicated agent will advise you of the processes to be followed.

Question: Can I travel to a foreign country in my vehicle?

Answer: Yes you can, however, you will be required to obtain a Border Letter from our Customer Services Department and provide proof that your Comprehensive Insurer provides cover for the country you are travelling to. Should you wish to request a Border Letter, you can complete the attached request form and fax it to our Customer Services Department on (012) 660-7219, together with your confirmation of insurance cover. Please remember to include your contract number, reference number or ID number.

- [Border Letter Request Fax](#) (link - see attached)

Question: Can I insure my vehicle with Mercedes-Benz Financial Services?

Answer: Yes, Mercedes-Benz Financial Services offers a range of comprehensive and competitively priced insurance products. Call our Customer Services Department for detailed information on the products best suited for your vehicle and usage.

Question: What other value added products are available from Mercedes-Benz Financial Services?

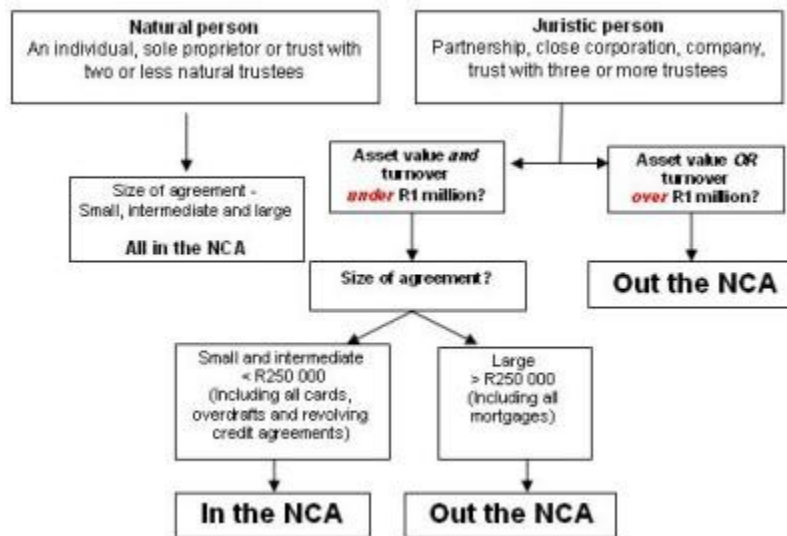
Answer: A variety of products such as Finance and Shortfall Protection, Deposit Protection and Maintenance products are available. For more information contact our Customer Services Department

Question: When will I receive a statement of my account?

Answer: If your preferred mailing option is post, you will receive your statement every two months after the 25th of the month. If your preferred mailing option is e-mail, you will receive your statement every month after the 25th of the month.

Question: How do I know if my contract falls within the National Credit Act?

Answer: Refer to the below graphic illustration.



Question: Will I be paying an early settlement penalty fee?

Answer:

- If you are a private individual and the principal debt on conclusion of your agreement was <R250 000, your settlement will not include any penalty interest (only daily interest from the last instalment date).
- If you are a private individual and the principal debt on conclusion of your agreement was >R250 000, the National Credit Act allows for 90 days penalty interest plus daily interest (from the last instalment date) to be included in your settlement. This can be avoided if you give 90 days notice of your intention to settle.

Question: What is the Mercedes-Benz Standard Lending Rate?

Answer: This is a rate determined by the Management Board of Mercedes-

Benz Financial Services which operates in a similar manner to prime rate and can be adjusted from time to time, resulting in an increase or decrease in your monthly repayment.

Question: Do you have a Debt Review Helpline?

Answer: Yes, below the details:

- Tel: +27 (0) 12 673 6845
- Fax: +27 (0) 12 660 7544
- E-mail: ricka.seakamela@daimler.com

For further information on Debt Review, please visit the National Debt Mediation Association website: www.ndma.org.za. Please note that Mercedes-Benz Financial Services belongs to this association.

Contact Us

We'd like to hear from you!

If you have any feedback or queries about our services or this website, please contact us:

Finance Customer Services:

Telephone: 0861 324 653

E-mail address: info@mbfssa.co.za

Regent Insurance Customer Services:

Telephone: 0861 004 845

E-mail address: mbfs@regent.co.za

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