

Mercedes-Benz Financial Services

## First Class Protection Plan



### Confidence for the Road Ahead.

Your Mercedes-Benz was built to offer you many kilometres of driving pleasure and confidence on the road. Help maintain your Mercedes-Benz with the added value of convenience, peace of mind, and security. Your Mercedes-Benz dealer can help you find the right protection products and package options to fit your lifestyle and driving needs. Ask about the First Class Protection Plan today.



Mercedes-Benz

## First Class Protection Plan

### Keep your new Mercedes-Benz at its best with First Class Protection Plan Multi-Coverage Packages

We offer a wide range of protection products to fit your lifestyle and driving needs. Talk to your Mercedes-Benz dealer today about our Multi-Coverage Protection packages and find the coverage that's right for you.

### First Class Appearance Package

Tire and Rim Protection, Paintless Dent Repair, and Windshield Protection



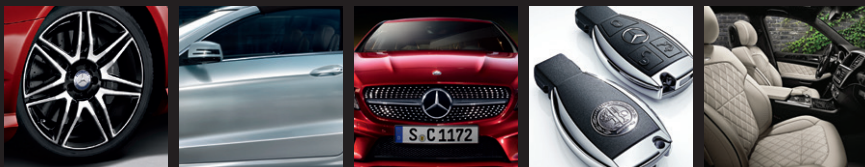
### First Class Appearance and Key Replacement Package

Tire and Rim Protection, Paintless Dent Repair, Windshield Protection, and Key Protection



### First Class Total Care Package

Tire and Rim Protection, Paintless Dent Repair, Windshield Protection, Key Protection, and Interior and Exterior Protection



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First Class Tire and Rim Protection and First Class Interior and Exterior Protection are available as standalone products.

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## First Class Tire and Rim Protection

### Make everyday hazards of the road less expensive.

Tire and Rim Protection will cover the replacement or repair cost of your tires and rims if they are damaged by a road hazard. While it may be difficult to avoid these unexpected hazards in the road, we've made it easier to prepare and protect yourself from the unexpected expense.

#### What does it cover?

- Replacement of tires or rims if damaged due to road hazards
  - Covers replacement of the tire due to a road hazard including glass, metal, potholes, debris, nails, etc. (includes tires with run-flat technology)
  - Covers replacement of the rim if road hazard damage prevents the tire from sealing to the rim
- Repair of rims if cosmetic damage occurs
  - Cosmetic rim repair includes damage such as nicks, scrapes, and curb rash
- All costs related to the repair or replacement of rims including taxes, labour costs, mounting and balancing fees, valve stems, environmental/disposal fees, as well as towing<sup>1</sup> expenses
- Rental car reimbursement up to \$50 per day (\$100 maximum) if your vehicle is unavailable to you due to a covered repair

#### Comprehensive Coverage

- No limit on occurrences or claim benefits
- No kilometre limitations
- No deductible

#### Coverage exclusions may apply<sup>2</sup>:

- Damage to tires with less than 2.4mm (3/32") tread depth at the lowest point on the tire at the time of damage
- Cosmetic damage to tires
- Cosmetic damage claims not accompanied by an approved corresponding tire claim
- Damage caused by vandalism

Available for purchase as a standalone product.

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<sup>1</sup> Up to \$100 in towing expenses are reimbursable to customer in the event of covered damage due to a road hazard.

<sup>2</sup> Additional exclusions may apply. Please see your agreement for specific coverage details, including limitations and exclusions.



## First Class Paintless Dent Repair

### Coverage for the perils of the parking lot.

In addition to being unsightly, dents and dings greatly reduce the resale or trade-in value of your vehicle. Maintaining the value and beauty of your vehicle is easy with Paintless Dent Repair.

#### What does it cover?

- The repair of the dents and dings that inevitably appear on your vehicle, simply through everyday driving
- Permanently removes door dings and minor dents without harming the vehicle's factory finish
- Eliminates most unsightly and unavoidable imperfections
- Keeps your vehicle's appearance looking brand new

#### Convenient Protection

With your convenience in mind, repairs can be performed at the dealership, your home, or your place of business.

#### Comprehensive Coverage

- No limit on occurrences or claim benefits
- No limit on the number of service calls
- No kilometre limitations
- No deductible

#### Coverage exclusions may apply<sup>1</sup>:

- Dents or dings that are larger than 10.16cm (4") in diameter
- Dents or dings that cannot be repaired by the Paintless Dent Repair process
- Repairs that will affect or damage the vehicle's paint or finish

<sup>1</sup> Additional exclusions may apply. Please see your agreement for specific coverage details, including limitations and exclusions.

## First Class Windshield Protection

### Extra protection from the most important point of view.

#### What does it cover?

Windshield Protection covers front windshield replacement for your Mercedes-Benz, including chips and cracks caused by rocks and other road debris. Without increasing your vehicle insurance premiums, your windshield is covered.

#### Convenient Protection

With your convenience in mind, service can be performed at the dealership, your home, or your place of business.

#### Comprehensive Coverage

- There is a \$5,000 aggregate claim limit
- No limit on the number of service calls
- No kilometre limitations
- No deductible

#### Coverage exclusions may apply<sup>1</sup>:

- If damaged in areas other than the front windshield
- If there are stress cracks
- If damage is caused by hail, vandalism, or neglect

<sup>1</sup> Additional exclusions may apply. Please see your agreement for specific coverage details, including limitations and exclusions.





## First Class Key Protection

### Lost keys? We've got you covered.

Key Protection provides security and peace of mind whether your keys are lost, stolen, locked in your vehicle – or even broken.

#### What does it cover?

- If your keys or transponder are lost, damaged, or misplaced, Key Protection covers the replacement of the key/remote up to \$800 per occurrence

#### Service beyond your car

- Taxi/rental vehicle/public transportation reimbursement<sup>1</sup>
- 24-hour home lock-out assistance and locksmith reimbursement<sup>1</sup>
- Replacement benefit<sup>1</sup> for additional non-programmable keys on the key ring
- Emergency message relay for up to three emergency contacts

#### Comprehensive Coverage

- No limit on occurrences
- No kilometre limitations
- No deductible

#### Coverage exclusions may apply<sup>2</sup>:

- If you did not receive two master keys at the time of sale or lease of the vehicle
- If your keys are covered by the manufacturer, repairer or supplier's warranty or recall

<sup>1</sup> Please see your agreement for specific coverage details and limitations.

<sup>2</sup> Additional exclusions may apply. Please see your agreement for specific coverage details, including limitations and exclusions.

## First Class Interior and Exterior Protection

### Keep your new car looking its best, inside and out.

Enjoy your Mercedes-Benz for years to come by protecting both the interior and exterior appearance of your new car. Interior and Exterior Protection covers vehicles inside and out including paint, fabric, carpet, vinyl, and leather.

#### What does it cover?

- Covers repair of damage to exterior paint, interior fabric and leather
- Exterior coverage: protects against damage such as exposure to the sun, damage caused by acid rain, hard water, de-icing materials, and spray paint or paint overspray from roads
- Interior protection: covers fabric or leather passenger seats, door trim, carpet, floor mats, and cargo area from stains caused by everyday usage

#### Comprehensive Coverage

- No limit on occurrences
- No kilometre limitations
- No deductible

#### Coverage exclusions may apply<sup>1</sup>:

- Areas of the vehicle that were not treated with the Armor All® product
- Damage caused by collision
- Damage caused by vandalism
- Defects in the vehicle's manufacturing materials
- Staining or fading caused by corrosive materials

Available for purchase as a standalone product.

<sup>1</sup> Additional exclusions may apply. Please see your agreement for specific coverage details, including limitations and exclusions.

Armor All® is a registered trademark of Armor All/STP Products Company and is used by MTC, LLC under license.

[mercedes-benz.ca/mbfs](http://mercedes-benz.ca/mbfs)

All transactions related to the optional Mercedes-Benz Financial Services First Class Protection Plan are governed solely by the provisions of the Agreement. This brochure provides general information about the Mercedes-Benz Financial Services First Class Protection Plan Products and should not be solely relied upon when purchasing coverage. Please refer to the Mercedes-Benz Financial Services First Class Protection Plan Products Multi-Coverage Service Contract for details of terms, conditions, and specific coverage details, including limitations and exclusions. Coverage may vary by province.

The obligor of the First Class Tire and Rim Protection, First Class Paintless Dent Repair and First Class Windshield Protection coverages included in the Mercedes-Benz Financial Services First Class Protection Plan program is Mercedes-Benz Financial Services Canada Corporation, 2680 Matheson Blvd. E, Suite 500, Mississauga, ON L4W 0A5, 888-532-7362. The obligor of the First Class Key Protection coverage is SafeRide Motor Club of Canada, ULC, 2200 HSBC Building, 855 West Georgia Street, Vancouver, BC V6C 3E8, 855-563-5556. The obligor of the First Class Interior and Exterior Protection coverage is MTC, LLC, 24 Maple Street, Wethersfield, CT 06109. The Administrator of the Mercedes-Benz Financial Services First Class Protection Plan Program is Safe-Guard Canada Ltd., 3 Robert Speck Parkway, Suite 950, Mississauga, ON L4Z 2G5, Toll-free number: 844-756-8552.

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