

Your satisfaction is important to us!

We aim to provide our customers and potential customers with the best possible service. Our thinking and actions are geared towards and organised in such a way that a cause for complaint does not arise in the first place. Nevertheless, it may happen that we do not meet your expectations to your complete satisfaction. If this happens, please contact us. We take your concerns, wishes and suggestions for improvement very seriously and welcome your feedback, because we see it as an opportunity to further optimise our products and services and thus to respond to your concerns in an even more targeted manner.

Of course, we also appreciate your praise.

This is how you can contact us - simply send us your concerns using e-mail or mail:

- e-mail: dtfsd-feedback@daimlertruck.com
- by mail: Daimler Truck Financial Services Deutschland GmbH
Complaints Management
Mühlenstraße 30
10243 Berlin

What information do we need?

Please be as specific as possible about the facts of your complaint. The more precisely you describe the matter to us, the faster and better we can help you. Therefore, please provide us with the following information:

- your name and address,
- your contact details for any queries,
- your customer or contract number(s),
- the exact reason for your enquiry and the time of the incident,
- please state what solution you expect from us.
- Have you already been in contact with us about the same issue? Has a solution already been proposed to you? If so, please let us know and tell us, if possible, the person in charge who is dealing with your concern.

Of course, you are free to provide this information. However, we would like to point out that we will only be able to process your submission to a limited extent or not at all, if the required information is missing.

What happens next?

It is part of our self-image that we reliably record your concerns, process them appropriately and transparently and use the findings to further improve our products and services. We always take care of clarifying and resolving your concern as quickly as possible. However, the specific duration of the individual processing of your concern depends in particular on its complexity.

Once we have received your request, we document it in our database and give it a reference number.

Subsequently, you will receive a confirmation of receipt stating this reference number. If your case can be processed conclusively, you will receive an answer within a short time. If your case cannot yet be

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processed conclusively, we will send an interim reply as soon as possible. A final notification will be sent via the contact channel of your choice. All enquiries and the measures taken to remedy them will be documented and stored in accordance with the legally prescribed periods.

Please note that Daimler Truck Financial Services Deutschland GmbH only processes complaints that relate to the products and services we offer.

In the event of subsequent queries, please always quote the reference number provided so that we can assign it to the case.

If, in rare cases, no solution can be found with which both sides are satisfied, it may be useful to involve an independent body to clarify the difference of opinion. You have the option of contacting the Federal Financial Supervisory Authority (BaFin):

Bundesanstalt für Finanzdienstleistungsaufsicht (BaFin)

contact details: [BaFin](#)

phone: +49 (228) 4108-0

fax: +49 (228) 4108-1550

e-mail: poststelle@bafin.de (Bonn); poststelle-ffm@bafin.de (Frankfurt)

Information on data protection

Information about the processing of your personal data by us and the claims and rights to which you are entitled under the data protection regulations can be found [here](#). If required, we will also be happy to send you our data protection information.