

As the Coronavirus (COVID-19) situation continues to evolve across the globe, cybercriminals have taken advantage of this unprecedented time to launch phishing attacks and scams. There has been a rapid increase of malicious actions seeking to exploit public anxieties by targeting individuals and companies.

We wanted to share measures that Mercedes-Benz Financial Services is taking to ensure the safety of our community during this situation, while continuing to serve our customers, partners, and employees. This includes remaining focused and committed to safeguarding your personal information.

**For our customers:** Our services are maintained and our systems are operational - it is business as usual, albeit far from usual circumstances. Our technical environments and processes are monitored 24 hours a day, under the supervision of our globally distributed teams. Our business continuity programs enable us to operate from multiple locations for as long as necessary. With our systems operating as expected, we would like to remind our customers to remain vigilant by taking note of the following:

#### **Be wary of phishing attacks and scams**

Mercedes-Benz Financial Services is aware that there may be cybercriminals impersonating our employees and trying to solicit personal information and funds from unsuspecting customers. If you receive an unexpected call, email or text message claiming to be from Mercedes-Benz Financial Services, please do not provide any personal information, such as your full name, bank account details, click on any links or attachments, or transfer any money that may be requested. **Please know that if we need to reach out to you for whatever reason, we would NEVER request any personally identifiable information (e.g. username, password, account number, personal identification number (PIN), etc.).** When in doubt, always call our official customer service hotline *0800 462369* to verify.

We hope that this information is helpful, and wish you and your family health and safety during this challenging time.