

#### BENEFITS:

- ▶ Access to high-quality, personal VIP service at any time of the day or night
- ▶ Storage of customers' personal VIP service for future Concierge reference
- ▶ Unlimited use at no additional charge

#### REQUIREMENTS:

- ▶ Vehicle cellular service
- ▶ Vehicle GPS satellite signal to identify location
- ▶ mbrace Mobile Application v.5.0 or later

#### FEATURES:

- ▶ Service is available whether ignition is on or off
- ▶ Convenient access from a smartphone with mbrace Mobile Application

## Mercedes-Benz Concierge\*:

Get white-glove personal assistance by pushing the *i*-Button or with the mbrace® Mobile Application.

### Service Description:

With mbrace® the legendary quality and refinement of Mercedes-Benz extends well beyond the luxurious interior. From information on a prospective client to reviews of the next tourist attraction down the road – white-glove treatment is available by pushing the *i*-Button or through the mbrace Mobile Application.

Mercedes-Benz Concierge is accessible wherever the customer has connectivity. When in the vehicle, the customer pushes the *i*-Button. The Interactive Voice Response (IVR) system audibly presents a menu of options. Once CONCIERGE is selected the customer's information and location data are sent to the mbrace Response Center where a specially-trained Concierge Specialist will complete the customer's request. When away from the vehicle the customer launches the mbrace Mobile Application, taps the Concierge Icon, and taps the Assistance Icon to contact the Mercedes-Benz Concierge service.

Regardless of the method used to access Mercedes-Benz Concierge, any requested services that include costs incurred by a third party will be charged to the customer's credit card. Any service that involves a fee will not be authorized until the customer provides their personal identification number (PIN).

The Mercedes-Benz Concierge service can perform and access a broad range of services, including:

- Dining recommendations, reservations and directions
- Movie and theater tickets and directions
- Sporting event tickets and directions
- Concert tickets and directions
- Unique requests and gift purchases such as flowers, gift cards, etc.
- Medical Help and Safety Support (e.g., locating a physician while on vacation or assistance in filling prescriptions)
- Assistance gaining access to sought-after events and restaurants
- Lost baggage assistance
- Assistance wiring cash
- Research and answer questions
- Wake-up calls
- Reminders for birthdays, anniversaries, and other events
- Airline reservations and ticket purchase

\* May require additional subscription.



- Car rental reservations
- Hotel recommendations, reservations and directions

## How It Works:

- STEP 1:** The customer contacts an mbrace Customer Specialist for Concierge service by pushing the *i*-Button inside the vehicle. The customer can also launch the mbrace Mobile Application by tapping the Concierge Icon in the mbrace Mobile Application, then pressing the CALL button to initiate a call to Mercedes-Benz Concierge. Customers must own MY2013 or newer vehicles to perform this function.
- STEP 2:** The IVR system presents an audible menu of options.
- STEP 3:** The customer selects CONCIERGE.
- STEP 4:** The mbrace Customer Specialist works with the customer to determine what Concierge services are needed and fulfills them as appropriate.

