

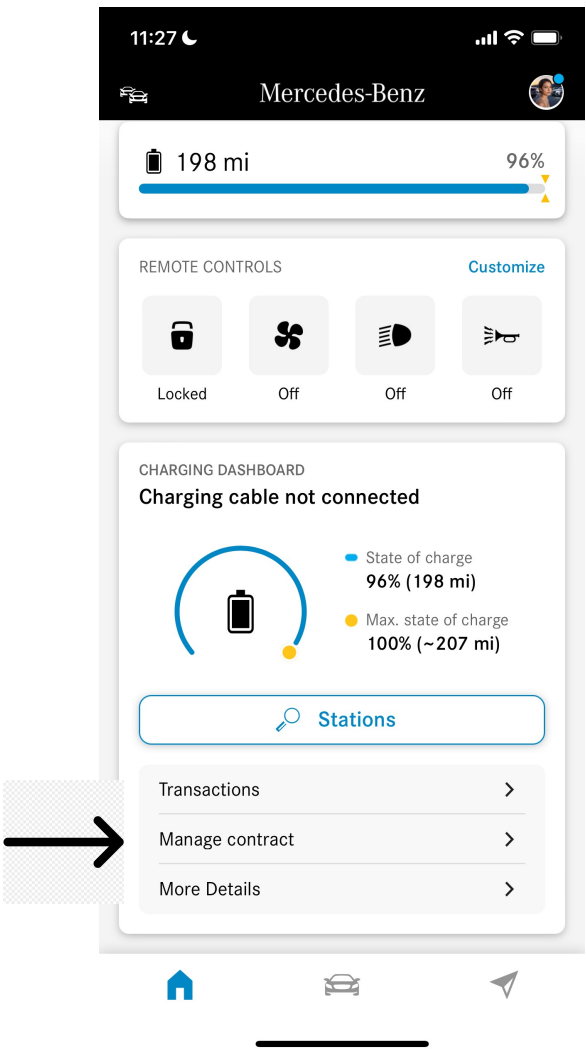
Please update your payment information to continue using public charging services.

Mercedes me Charge is backed by your ChargePoint® account, whether you created one at registration or paired an existing one. Without a valid payment, you will not be able to charge at stations in our network.

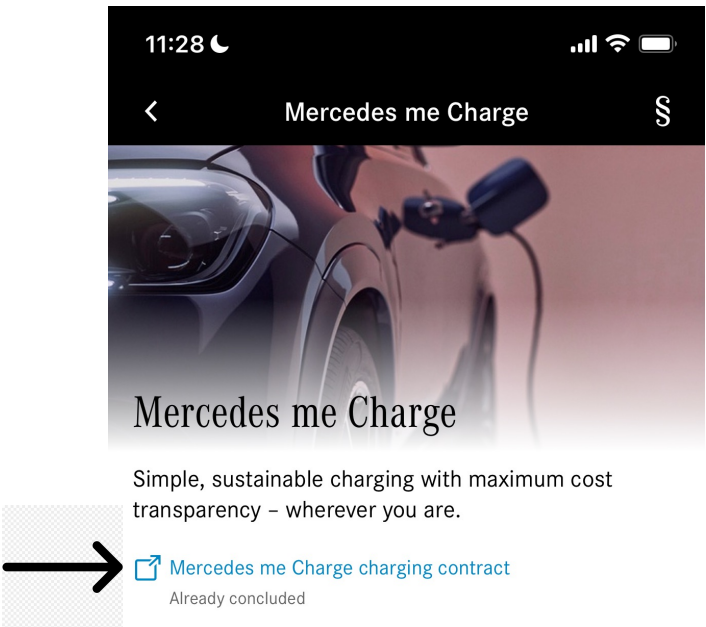
Your account must have valid payment information to start a complimentary charging sessions if your vehicle has an eligible offer or voucher to use.

Follow these steps to update your payment information.

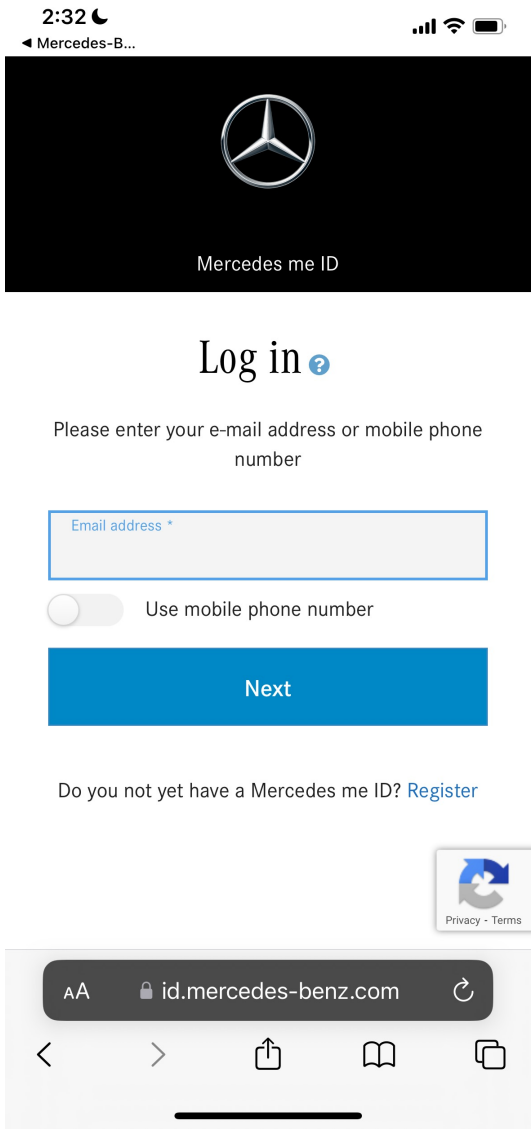
1. Open the Mercedes-Benz app and scroll down to select “Manage contract”.



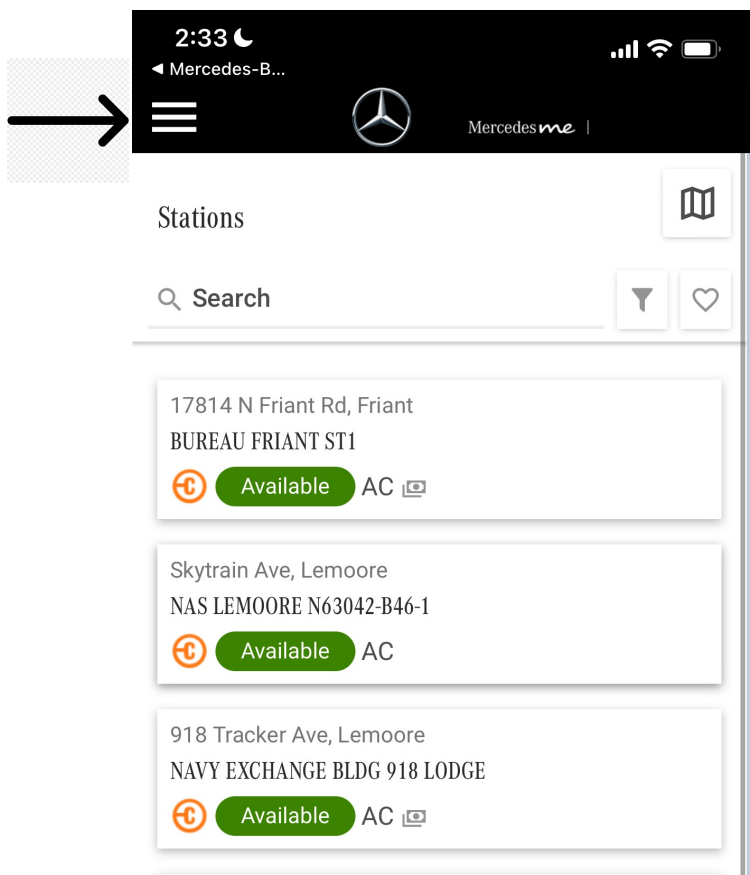
2. Select “Mercedes me Charge charging contract,” which will open a link to the ChargePoint® account in your browser.



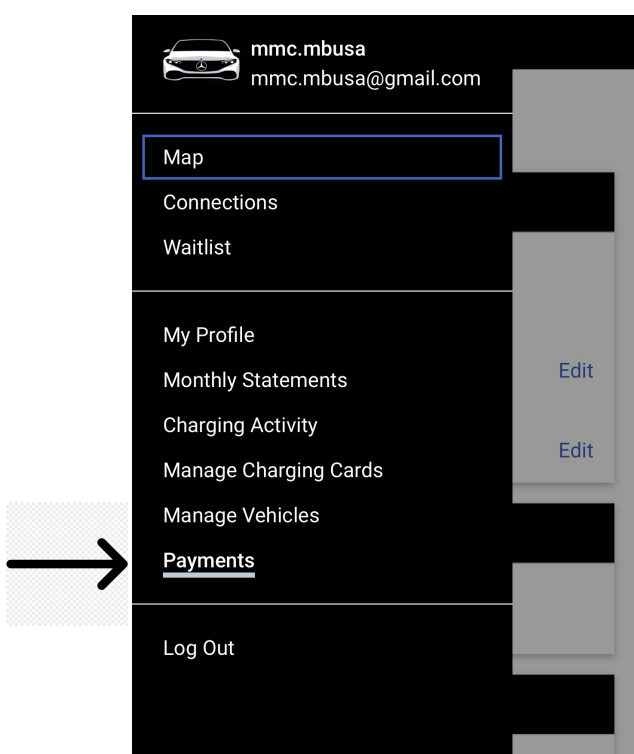
3. Log in to your account.



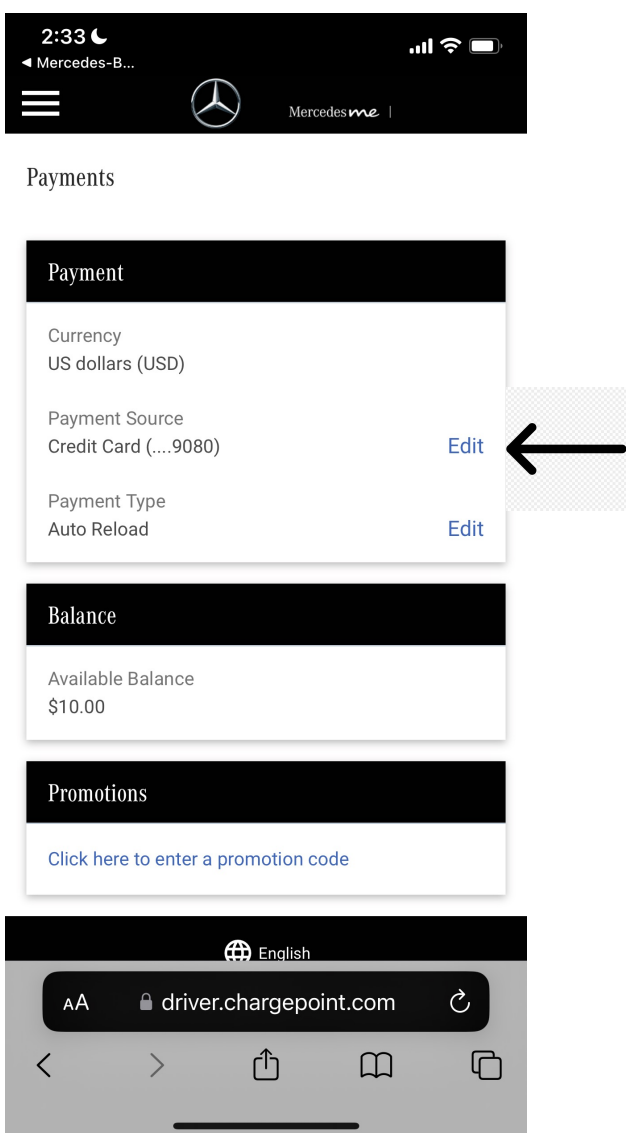
4. Once logged in, open the menu in the upper lefthand corner.



5. Select “Payments.”



6. Select "Edit" to review and update your payment source. Finish by saving your new payment information.



**If you have any questions, please contact the Mercedes-Benz Premier Support for EQ vehicles:
(855) 502-3851, select option ‘2’ for Mercedes me connect**