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## CAR LOAN AGREEMENT

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### VEHICLE DETAILS

Field	Description
Make	BMW
Model	135i Convertible (E88)
Year	2013
Mileage	25,900 miles
VIN	WBAUN7C50DVM27316
Title Status	Clean (Massachusetts)
Location	Chestnut Hill, MA 02467
Seller	BostonSports
Seller Type	Private Party
Body Style	Convertible
Exterior Color	Mineral Grey Metallic
Interior Color	Black
Engine	3.0L Turbocharged Inline-6
Drivetrain	Rear-Wheel Drive
Transmission	6-Speed Manual

The vehicle is presented in used condition with normal wear consistent with age and mileage.

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### FACTORY EQUIPMENT

- Premium Package

- Technology Package
  - Cold Weather Package
  - 17-inch factory wheels
  - M Sport suspension
  - Power-operated soft top
  - Harman/Kardon sound system
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## MODIFICATIONS

- Aftermarket ECU tune
  - Carbon fiber rear spoiler
  - Carbon fiber mirror accents
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## KNOWN FLAWS

- Chips on front end
  - Scratches around exterior
  - Creases on driver's seat
  - Wear on inner door panels
  - Rust on braking components, underside components, and in engine bay
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## RECENT SERVICE HISTORY

- **September 2025:** Battery, engine air filter, and cabin filter replaced; engine oil and filter changed
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## OTHER ITEMS INCLUDED IN SALE

- Two (2) keys
  - 17-inch BBS wheels with tires (scratches present)
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## OWNERSHIP HISTORY

The seller represents the estate of the original owner, who purchased the vehicle new in August 2013.

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**SELLER NOTES**

Due to the aftermarket ECU tune, this vehicle may not pass emissions testing in some states. Buyers are responsible for verifying registration and emissions compliance.

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**LOAN TERMS**

Item	Details
Vehicle Valuation	\$32,000
Down Payment	\$6,000
Loan Amount	\$26,000
Interest Rate	7.2% per annum (fixed)
Loan Tenure	60 months
Monthly EMI	\$520
Loan Start Date	April 1, 2025
Loan End Date	March 31, 2030

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**SERVICE LEVEL AGREEMENT (SLA)**

The Service Level Agreement (SLA) defines the lender’s obligations to the borrower for transparent and secure loan management throughout the loan tenure.

**1. Loan Account Management**

- Dedicated loan account with accurate tracking of principal, interest, and EMI payments.
- Monthly statements detailing balance, interest, and charges.
- Immediate update of account upon receipt of payments.

**2. EMI Processing**

- Secure submission of EMIs via online portal, bank transfer, or auto-debit.

- Acknowledgment of received payments within 24 hours.
- Automated reminders for upcoming EMIs.

### **3. Customer Support**

- 24/7 support for loan-related queries via phone, email, or chat.
- Dispute resolution regarding EMI calculations, late fees, or account errors within 5 business days.
- Assistance with loan restructuring or early closure requests.

### **4. Secure Digital Portal Access**

- Real-time access to loan balance, payment history, and next EMI due date.
- Digital receipts for all payments.
- Secure messaging with lender representatives.

### **5. Annual Financial Documentation**

- Annual statements of interest paid and principal repaid for tax purposes.
- Updated amortization schedule reflecting prepayments or changes in loan terms.
- Verification of regulatory compliance related to vehicle financing.

### **6. Compliance and Security**

- Borrower data handled per U.S. financial and privacy regulations.
- No sharing of personal information without borrower consent, except as required by law.

### **7. Escalation Procedures**

- Borrowers may escalate unresolved issues to the lender's compliance or grievance department.
- All escalated complaints will be addressed within 10 business days.

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### **ADDITIONAL SLA CLAUSES**

- **Late Payment:** 5-day grace period; \$40 late fee per missed EMI; 2% monthly penalty beyond 30 days.
- **Early Closure:** Permitted after 6 months; foreclosure fee of 1.25% of outstanding principal.

- **Insurance:** Comprehensive insurance mandatory with annual proof submitted to the lender.
  - **Maintenance:** Vehicle must be maintained according to BMW manufacturer standards.
  - **Default:** Non-payment beyond 90 days constitutes default, allowing lender to repossess the vehicle.
  - **Data Privacy:** Borrower data will be managed securely as per U.S. laws.
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## **AGREEMENT ACCEPTANCE**

By signing below, both parties acknowledge acceptance of the terms and conditions of this Car Loan Agreement.

### **LENDER**

Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

### **BORROWER**

Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

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