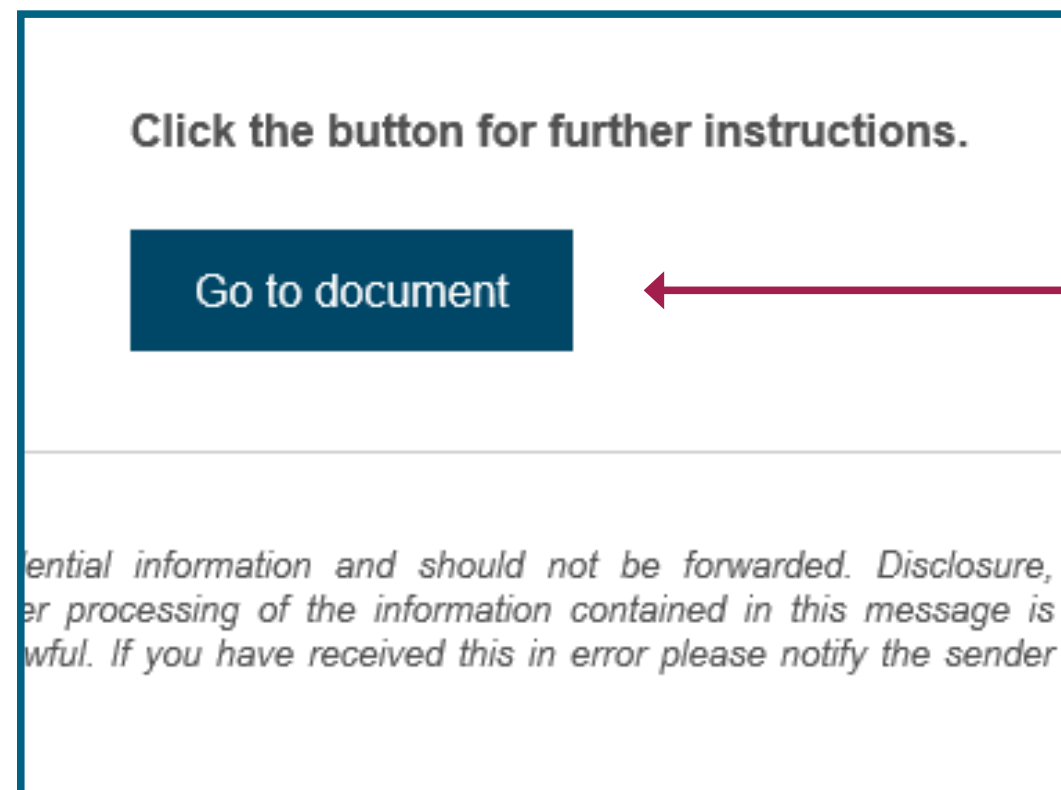
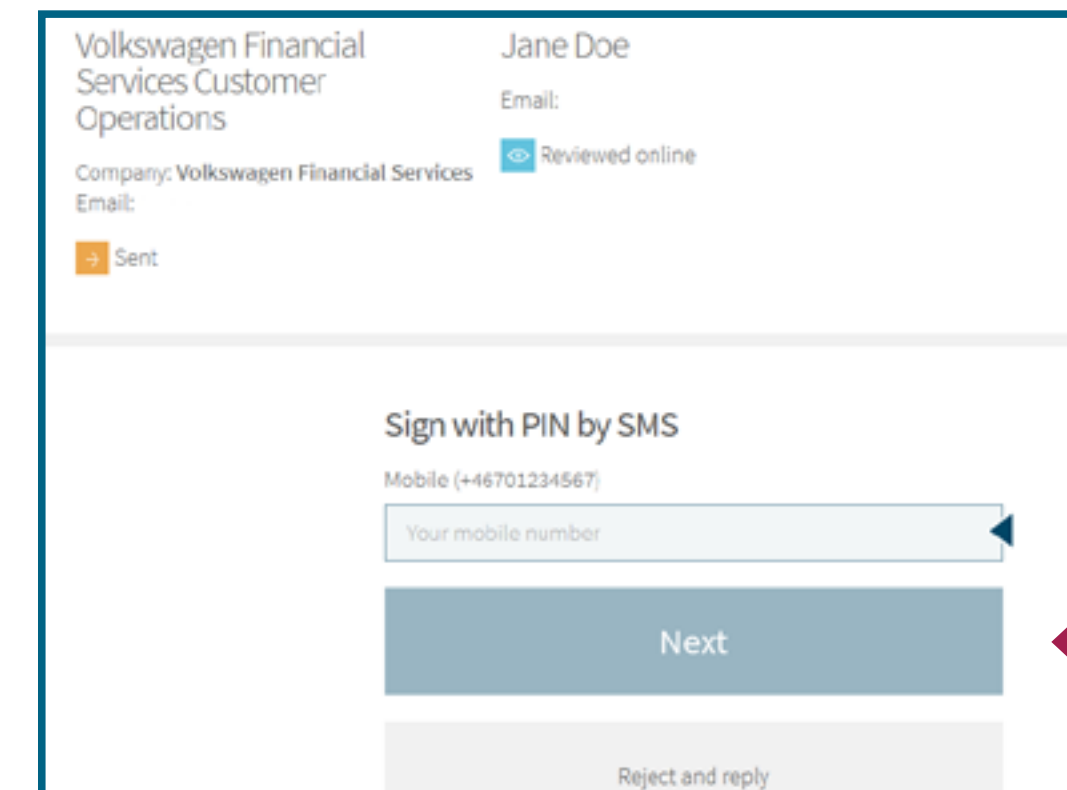


A guide to e-signing your modified agreement

E-signing your modified agreement

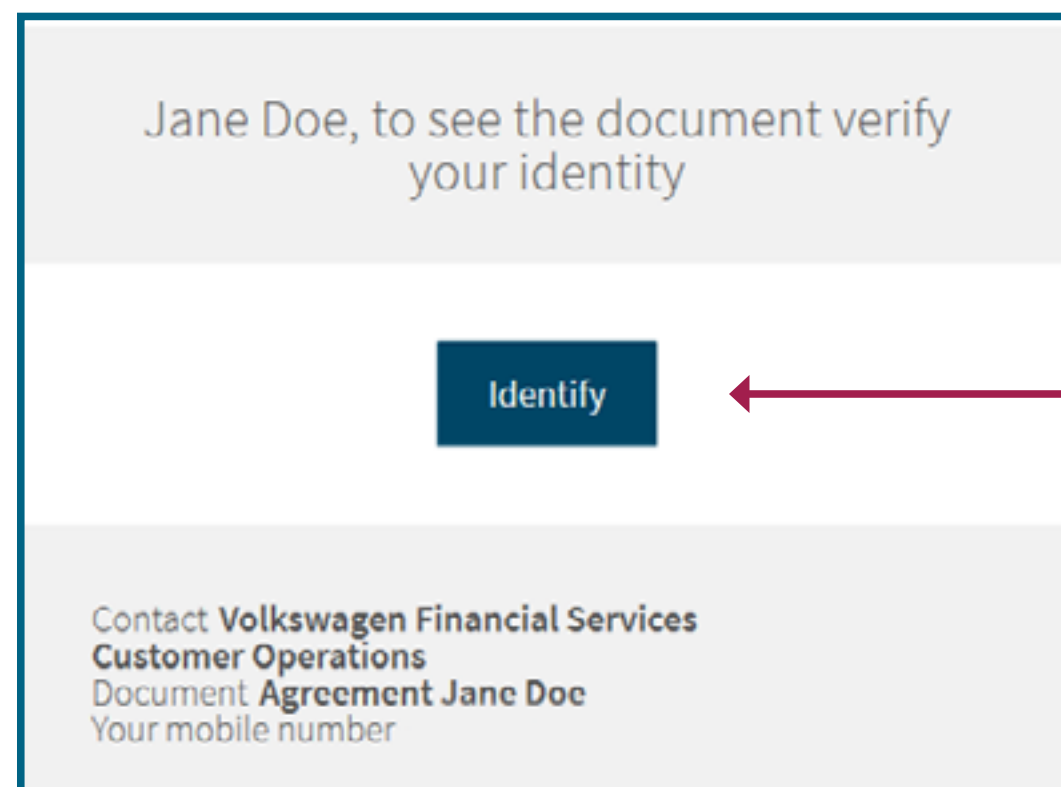


1. You will receive an email invitation from our e-signature platform Scrive, to e-sign a modified agreement – this is to confirm the payment deferral that you have requested. Click the button at the bottom of the email: **Go to document**

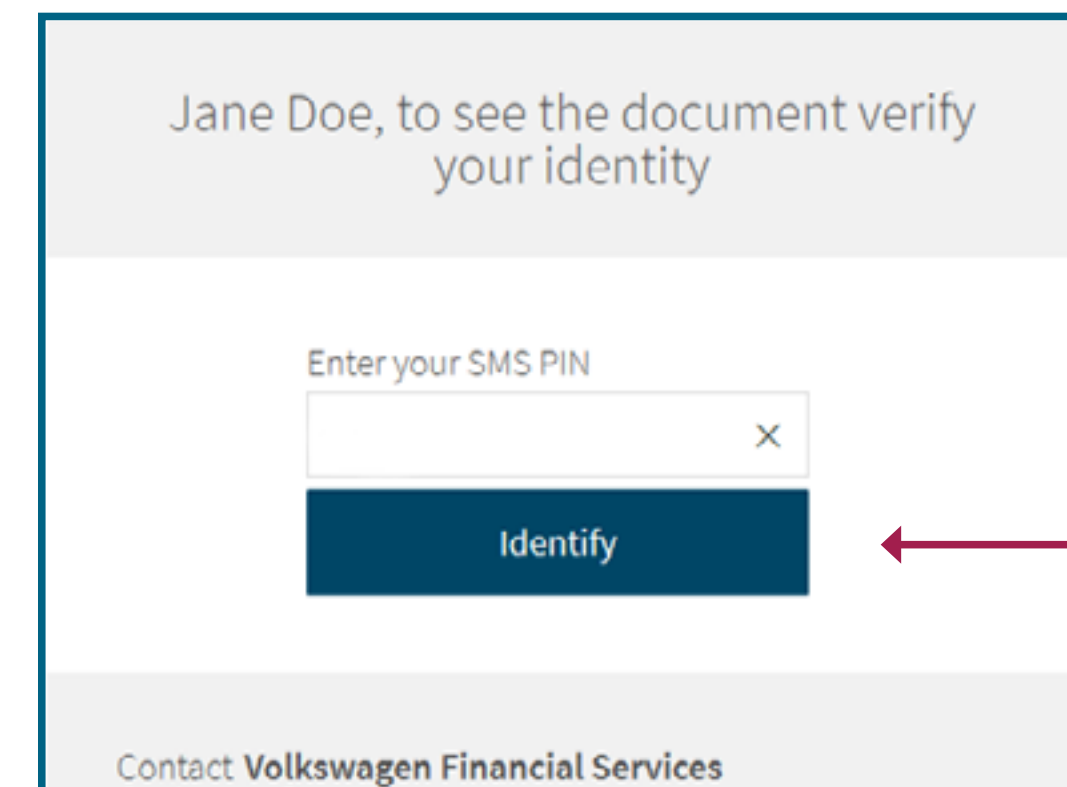


3. Please check the mobile number you see onscreen; if correct, click **Next**

*If the number displayed is incorrect please call us and we will correct it so that you can continue: **Payment Deferrals Helpline 0330 100 8895***

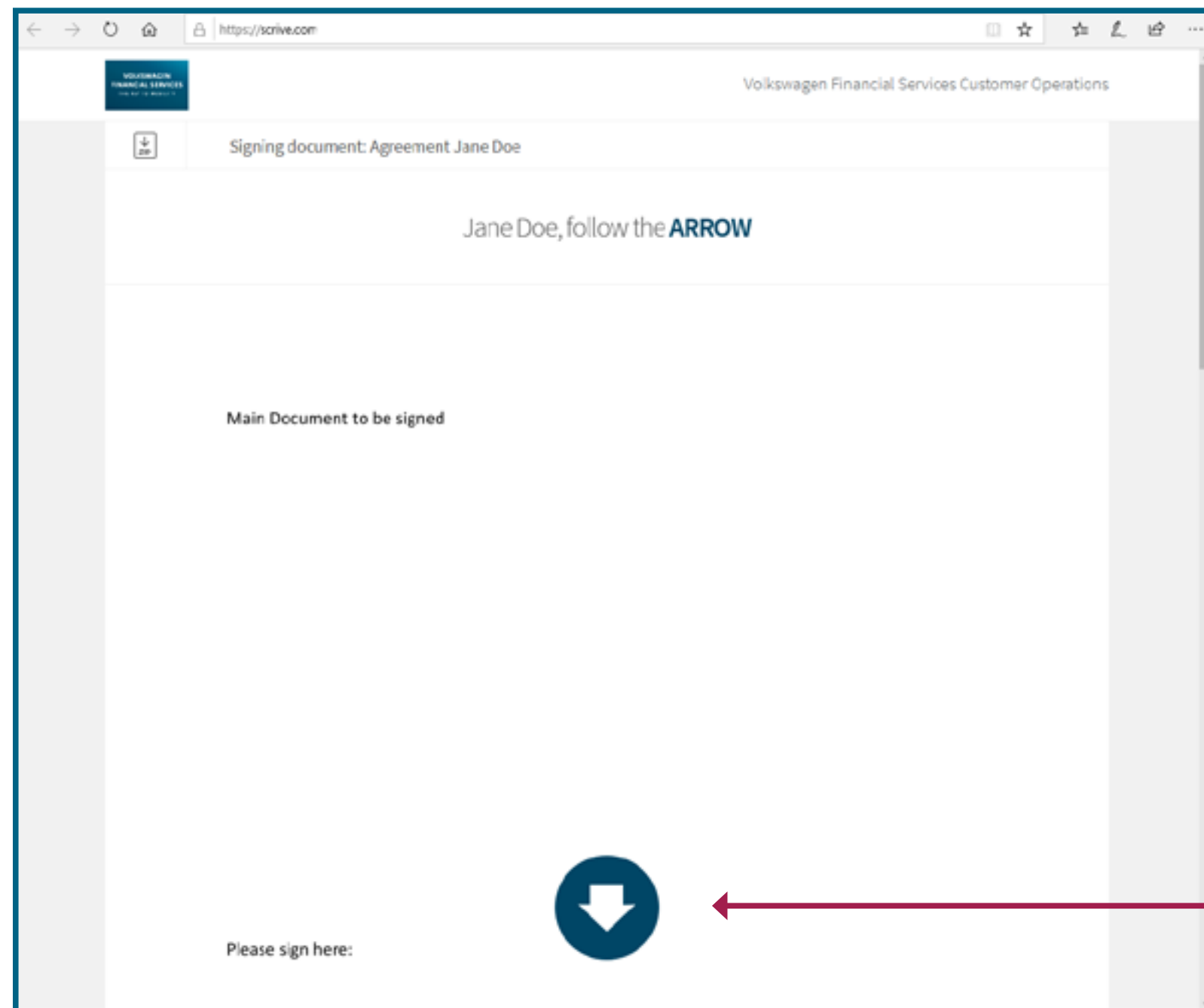


2. You will need to verify your identity in order to view your modified agreement and associated documents – click **Identify**

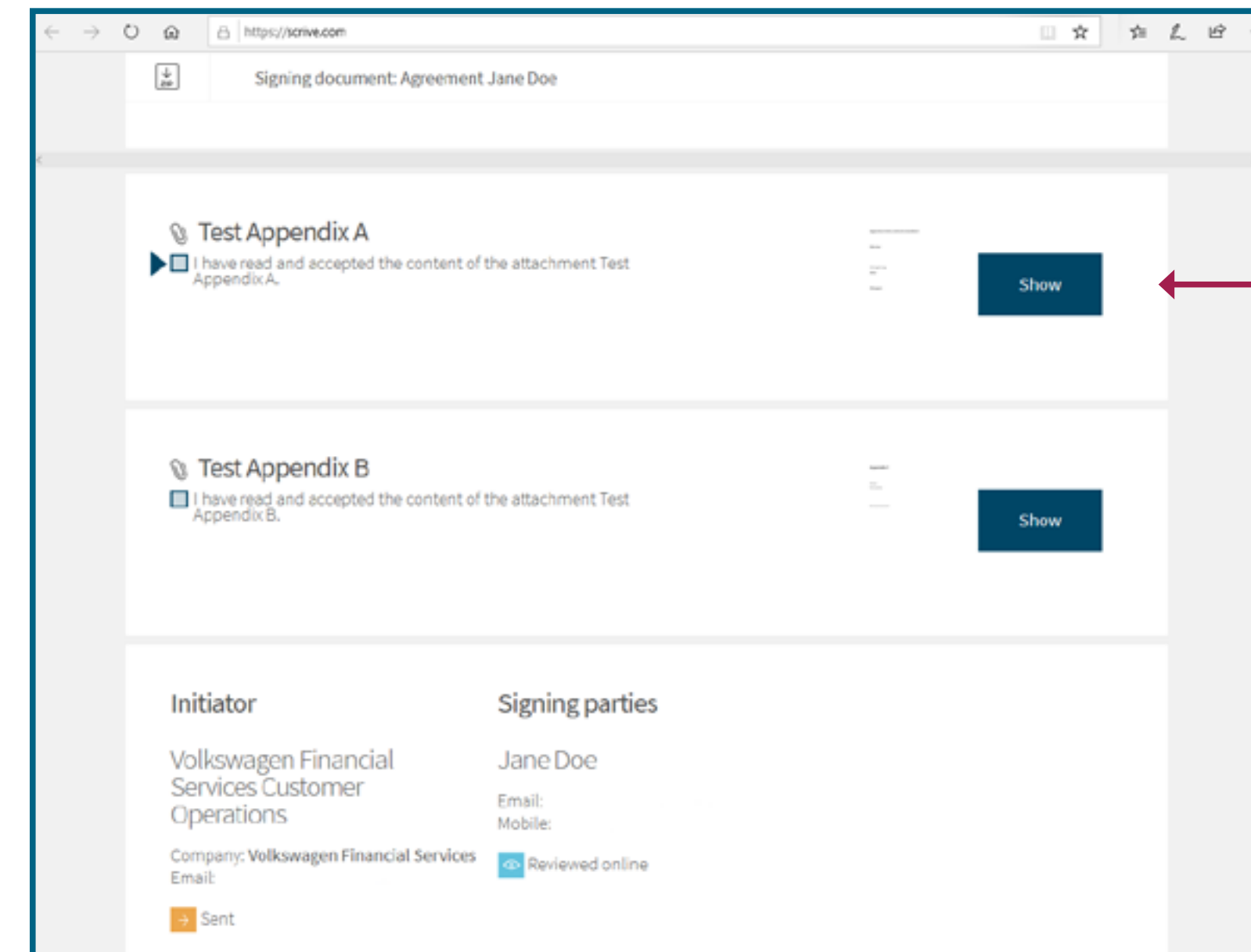


4. You will receive your 4 digit PIN via SMS to your mobile phone, **enter that into the box** onscreen to complete the verification of your identity

E-signing your modified agreement



5. Now you can view the modified agreement, clicking on the **down arrow to scroll**



6. You can also view the Adequate Explanation and SECCI – click **Show**

Please read this information carefully before you sign!

It will tell you everything you need to know - when your payments will start again after your deferral period, and details of any changes to term and monthly payment

E-signing your modified agreement

The screenshot shows a web browser window with the URL https://scrive.com. The main content area displays a document titled "Test Appendix B" with a checked checkbox and a "Show" button. Below this, there are sections for "Initiator" (Volkswagen Financial Services Customer Operations) and "Signing parties" (Jane Doe). At the bottom, there is a "Sign with PIN by SMS" section with a "Next" button and a "Reject and reply" button. Red arrows point from the "Show" button and the "Next" button to the corresponding instructions.

7. Click the **tickbox** to confirm you have read and accept the content of the Appendix documents

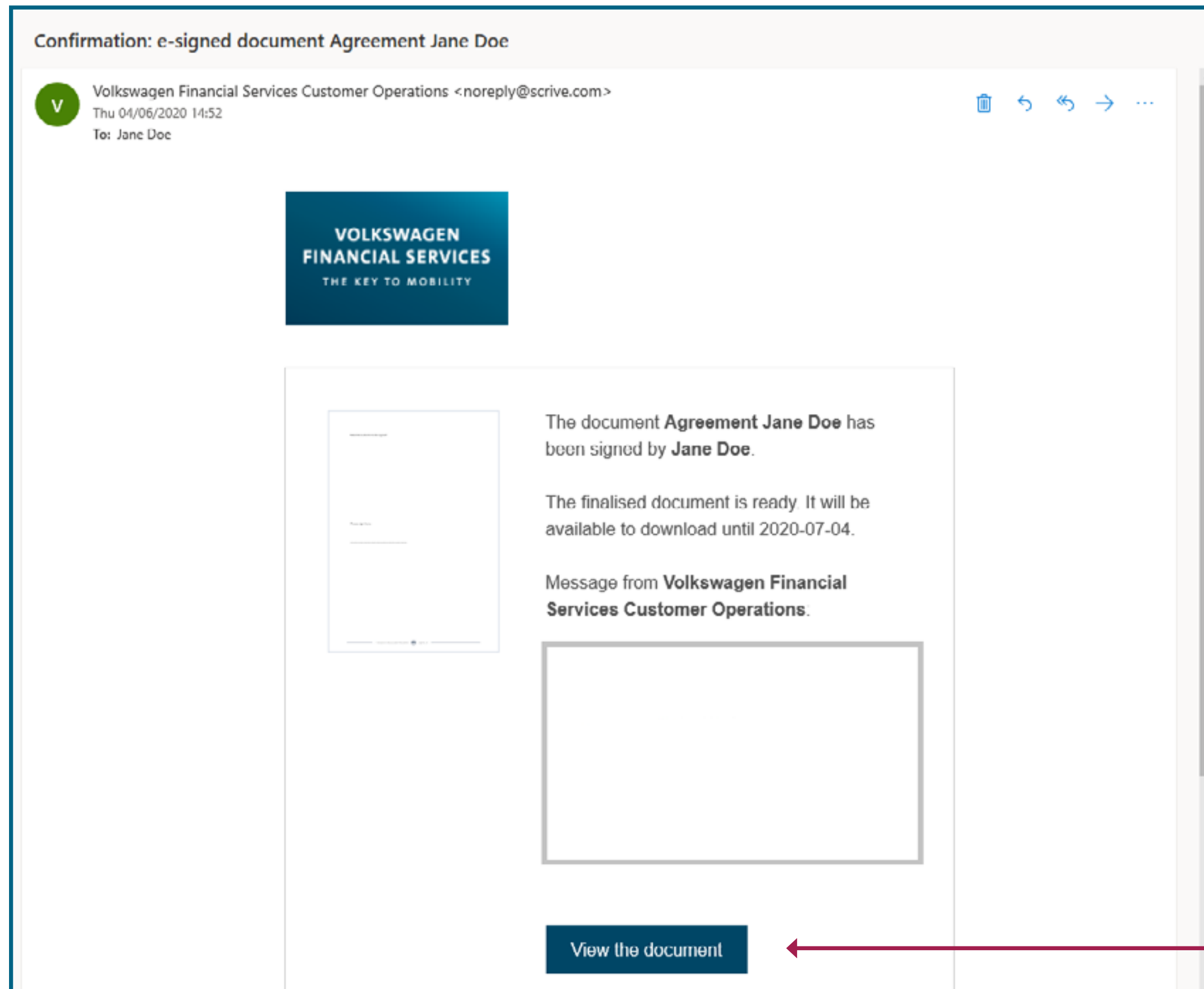
8. Please check the mobile number you see onscreen; if correct, click **Next**

*If the number displayed is incorrect please call us and we will correct it so that you can continue: **Payment Deferrals Helpline 0330 100 8895***

The screenshot shows a "Sign" screen with the following text: "Jane Doe, by clicking the button you will sign the document Agreement Jane Doe and your signature will be registered by the e-signing service Scrive." Below this is a text input field labeled "Enter your SMS PIN" with a clear button (X). A large blue "Sign" button is positioned below the input field. At the bottom, there is a "Back" link. A red arrow points from the input field to the instruction.

9. You will receive your 4 digit PIN via SMS to your mobile phone, **enter that into the box onscreen** to complete the secure e-signature

E-signing your modified agreement



10.

After successfully signing the documents, you will receive a confirmation email

Use the **View the document** button to view and download the signed documents within the next 30 days