

VOLKSWAGEN FINANCIAL SERVICES

FINANCE. INSURANCE. FLEET. MOBILITY.

Customer Concern Policy

Our aim

Here at Volkswagen Financial Services we are committed to bringing you well designed products and services. You should always feel confident in the quality of the service you receive from us. However, if your experience fails to live up to your expectations, and our high standards, we'd like to be the first to know so we can put them right.

How can you contact us?

To make it as easy as possible for you to raise any concerns you may have, you can get in touch with us in the following ways:

Telephone: By calling our Retail Customer Resolutions team on 0800 912 3560.

Email: retailcustomerresolutions@vwfs.co.uk

Post: Customer Resolutions Team, Volkswagen Financial Services, One Delaware Drive, Tongwell, Milton Keynes MK15 8HG

However you choose to contact us, we will do our best to; understand why we have not lived up to your expectations, what we need to do to put that right and how we need to do it.

How will we respond?

We will send you a letter to acknowledge your complaint within five days and will aim to resolve your complaint as promptly as possible. Once we have resolved your complaint, we will send you a final response in writing within eight weeks. Sometimes, these things can take a while to resolve, so we will keep you informed of any progress along the way.

If you want to know more about how your agreement works, visit vwfs.co.uk

What if you are not satisfied with the way that we deal with your concerns?

If you are not happy with our final response to your concerns, or if we are not able to reach a final response within eight weeks of you bringing it to our attention, then you have the right to refer the matter to either the Financial Ombudsman Service or to the Finance and Leasing Association. The Financial Ombudsman Service is completely free and independent, set up by law to help settle individual disputes between customers and financial firms.

You can contact the Financial Ombudsman Service at:

The Financial Ombudsman Service, Exchange Tower, London E14 9SR.

Phone: 0800 023 4567

Email: complaint.info@financial-ombudsman.org.uk

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We are also voluntarily signed up to the Finance and Leasing Association and subscribe to their code of practice.

You can contact the Finance and Leasing Association at:

The Compliance Manager, Finance & Leasing Association, 2nd Floor Imperial House, 15-19 Kingsway, London WC2B 6UN.

Fax: 020 7836 6511

Email: info@fla.org.uk

