



Designed around you

Finance, Servicing and Insurance from Audi Financial Services



Audi Financial Services

Finance. Insurance. Fleet. Mobility.

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Audi Financial Services - Designed to work for you

At Audi Financial Services we make the process of finding the right car finance as simple as possible. We'll just ask you a few questions to help us determine what information is relevant to you. That way you can find the answers you need much quicker.

Whether you're after a new or an approved used Audi, or looking for a service plan, insurance or warranty for your current Audi, this guide can help you find what you're looking for.

And remember, if you have any questions or need further information or help, you can visit www.audifinance.co.uk or speak to the team at your local Audi Centre.

The right choice

When it comes to financing your car, there's nobody better qualified to take care of everything than the people that built it. At Audi Financial Services, we offer the same levels of innovation, experience and quality in our finance plans as you'll find in our cars.

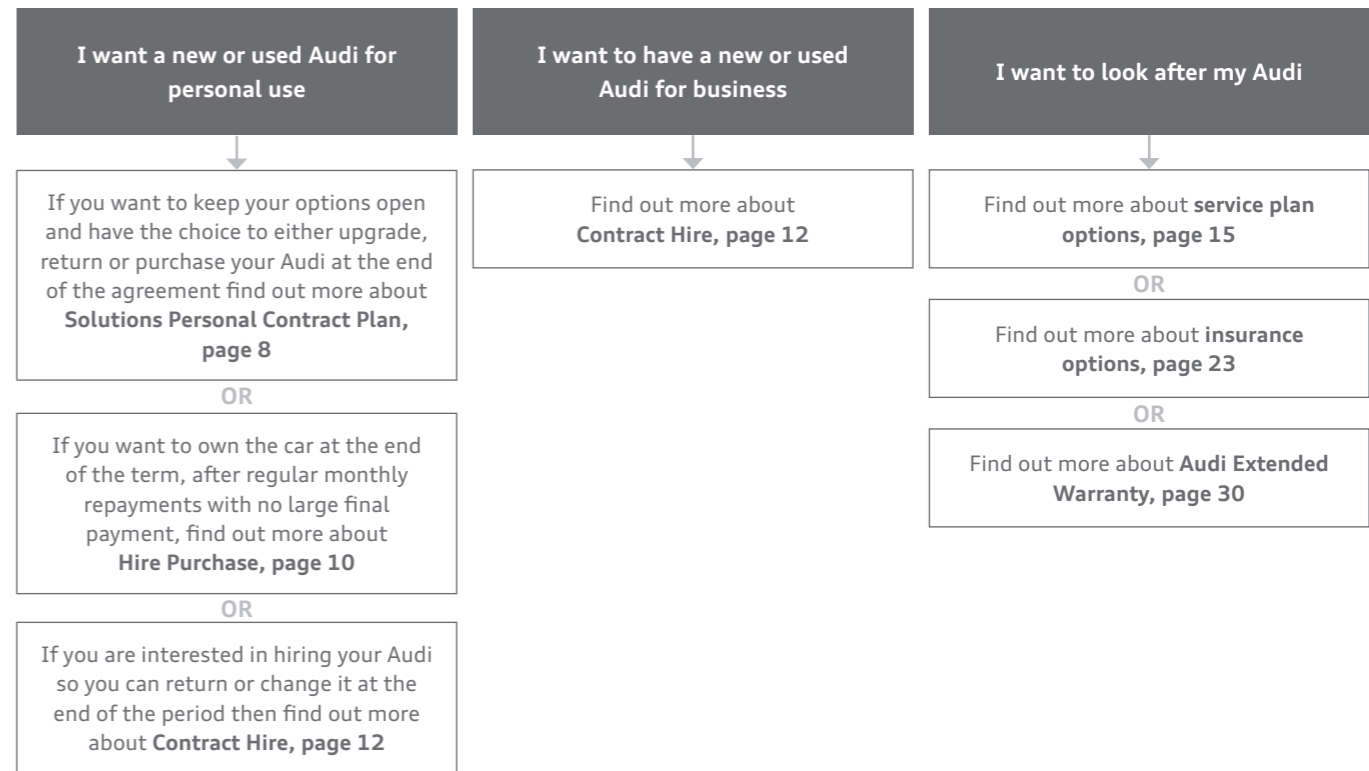
The Audi name and our experience means we're experts in both the car industry and automotive finance. This allows us to offer a range of finance products to suit your needs, tailored specifically to our cars, with competitive rates.





Finding the right product for you

If you're looking to drive away in an Audi, this guide will help you find the product for you.





Finance plans

Innovative, crafted and expertly put together. These values don't just apply to every Audi we make, they're also integral to every finance plan we offer. Whether you're looking to buy or hire a car for personal use or business, our Solutions Personal Contract Plan, Hire Purchase and Contract Hire plans are designed to work for you.

- ▶ **Solutions Personal Contract Plan** **8**
- ▶ **Hire Purchase** **10**
- ▶ **Contract Hire** **12**

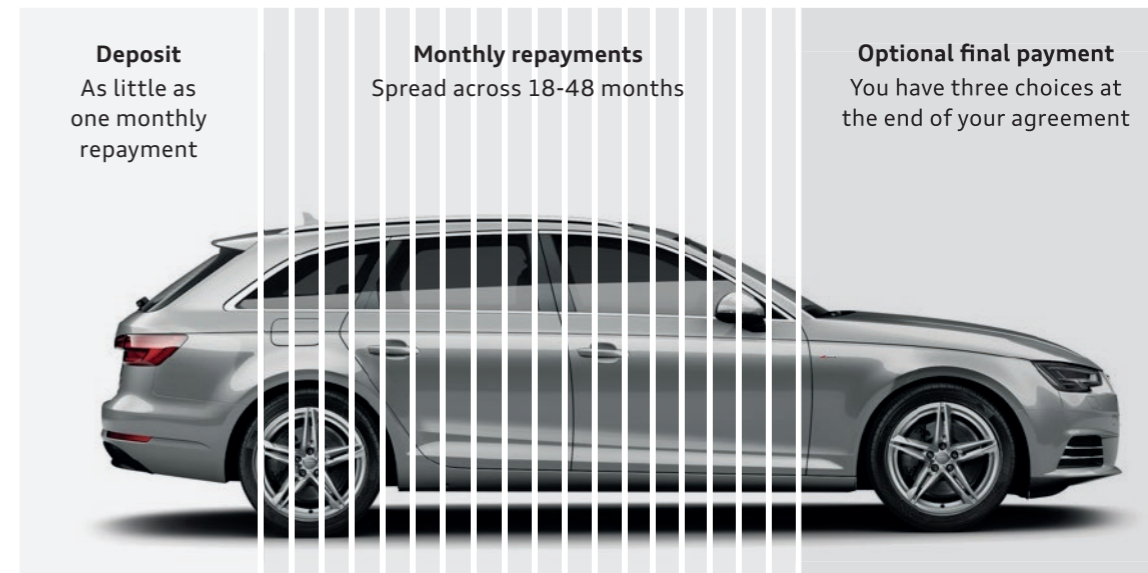
For more information call us on **0370 010 2007**, go online at www.audifinance.co.uk or speak to your local Audi Centre.

Solutions Personal Contract Plan

You never know what the future may bring, so a finance plan with more flexibility may be just what you need. Whether you're hoping to upgrade to a higher specification model in the future, need to reduce your outgoings or even plan to return your Audi, you should consider Solutions Personal Contract Plan.

Your regular repayments are fixed. You defer the payment of a portion of the car's current value until the end of the agreement, so that your monthly repayments are lower than the comparable Hire Purchase option.

- ▶ You choose a repayment period (from 18-48 months) and estimate your annual mileage
- ▶ A portion of the car's value is deferred. This then becomes your optional final payment
- ▶ Based on your deposit, which could be as low as one repayment in advance, we'll work out your regular fixed repayments
- ▶ At the end of the agreement you have three options:
 - ▶ **Option 1** Part-exchange for a brand new Audi on a new Solutions Personal Contract Plan agreement
 - ▶ **Option 2** Pay the optional final payment and own your Audi*
 - ▶ **Option 3** Return your Audi, with no further payment^

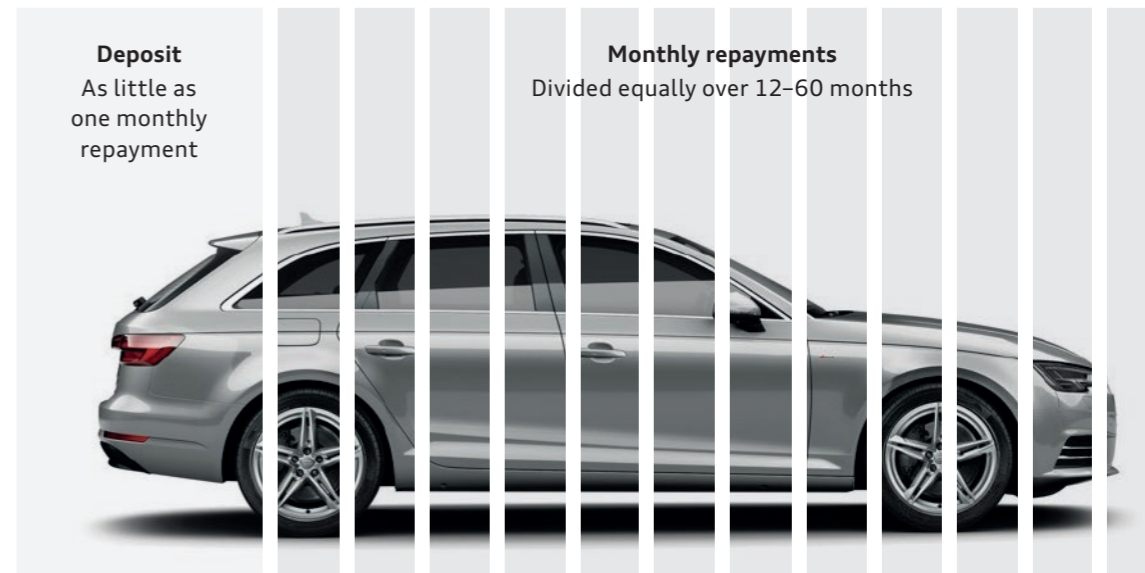


*Subject to payment of the option to purchase fee. An offer of finance depends on certain conditions. Finance subject to status. Available to 18s and over. Freepost Audi Financial Services. ^Subject to fair wear and tear and excess mileage charges.

Hire Purchase

If you already know you want to own your car at the end of your finance plan and want regular monthly repayments to make budgeting easier then Hire Purchase could work for you. You simply put down a deposit and the remaining balance is divided equally over the term of the loan.

- ▶ You choose the repayment period (from 12–60 months) and determine the monthly repayment to suit your budget
- ▶ You'll pay an initial deposit (typically 10%)
- ▶ The remaining finance is then equally divided over the term of the agreement
- ▶ After the last repayment has been made (including the option to purchase fee) you will then own your Audi



Contract Hire

If you're interested in hiring your Audi, then Contract Hire may be perfect for you.

Contract Hire allows you to drive away an Audi without needing to own it, making it perfect for both personal and business customers. It's ideal for customers who simply want to pay a monthly rental for the vehicle or change it on a regular fixed period. You won't ever own the vehicle, so you just have to hand it back at the end.^

You'll also benefit from Driverline, a dedicated 24-hour telephone service designed to help you when you need assistance.

Once you have chosen your vehicle and initial rental, there are three simple decisions to make that will effect your monthly rental repayments:

- ▶ Your rental repayment period – choose any period between 12–48 months
- ▶ Mileage per year – choose how many miles you expect to drive each year*
- ▶ Servicing – choose to include a service, maintenance and tyres plan in your agreement

When all outstanding rentals are paid, you simply hand your vehicle back, subject to fair wear and tear and excess mileage charges. There is no additional final payment at the end of the agreement.

If you are a business user a proportion of the rentals may be claimable as an expense against taxable profits and an element of the VAT on rentals may be recoverable by VAT registered businesses.**



If you are hiring the vehicles for business use, the **Tax Calculator** on our website can help you determine the tax you will be required to pay.

^Subject to terms and conditions, including mileage and condition of vehicle. *Mileage restrictions apply. **The content in this guide is intended as a summary of the principles of VAT and tax in this area. It is not intended to be and should not be construed as constituting tax advice and we make no representations, warranties or guarantees, whether express or implied, that the content is accurate, complete or up-to-date. Volkswagen Financial Services (UK) Limited cannot be held liable in any way for any reliance upon this document, whether in contract, tort (including negligence), breach of statutory duty, or otherwise, even if foreseeable. For specific tax advice relating to your particular set of circumstances, you should contact HMRC or your usual VAT and tax advisor.



Finding the right Audi Service Plan for you

Having a service plan with Audi means your vehicle will benefit from a full Audi service history, which helps to maintain the value of your car. You get added peace of mind by knowing that all servicing work is completed by Audi Trained Technicians with Audi Genuine Parts®, and is guaranteed for two years.

And best of all, our service plans are transferable with your Audi, so should you choose to sell the car, the plan goes with it, which will also add to the resale value.

We offer a range of servicing and maintenance options for both new and used cars to help you keep them in the best possible condition while keeping your costs affordable.

- ▶ **New cars** 16
- ▶ **Cars aged 0–1 year** 18
- ▶ **Cars aged 3–5 years** 19
- ▶ **Specialist Service Plans** 20

For more information call us on **0370 010 2007**, go online at **www.audifinance.co.uk** or speak to your local Audi Centre.

Audi Complete

Keeping your new Audi in top condition is now easier with Audi Complete. Available for new cars up to one year old, a monthly payment takes care of all servicing and maintenance costs for up to 48 months. And so that you only pay for what you need, you can base your plan on anything from 5,000 to 40,000 miles per year.

Once covered by Audi Complete, your car will be looked after by Audi Trained Technicians who work to an agreed set of service standards and only ever use Audi Genuine Parts®. So not only will you ensure your car runs smoothly, you'll also protect its future resale value. The plan can also be transferred to subsequent owners if you decide to sell your Audi before the end of the plan.

We offer three levels of comprehensive care, allowing you to tailor Audi Complete to your requirements. And by fixing your servicing costs upfront, you'll be protected against unexpected bills.

1. **Service only**
2. **Service and maintenance**
3. **Service, maintenance and tyres**

There are some exceptions to what is covered by Audi Complete. For example, any damage caused to, or deterioration of, your car other than through fair wear and tear.

Please keep in mind that Audi Complete is for new cars only.*

*Servicing activity is based on manufacturer's recommended service schedule, exclusions apply. Audi Complete is administered by Audi Financial Services. We reserve the right to vary or withdraw this offer at any time. Terms and conditions apply.

What the plan includes	Service only	Service and maintenance	Service, maintenance and tyres
All routine servicing as appropriate to your car as determined by the vehicle manufacturer	•	•	•
Engine oils and fluids required within the service schedule	•	•	•
Brake fluid change when appropriate as determined by the vehicle manufacturer	•	•	•
Other oils and fluids required within the service schedule		•	•
Brake repairs (including callipers, cylinders, discs, pads)		•	•
Cooling system repairs (including coolant, heater components, hoses, radiator, reservoir, sender units, thermostat, water pumps)		•	•
Electrical system (including alternator, battery, bulbs, central locking, ECU, fuses, instruments, standard alarm, standard immobiliser, starter motor, window regulator, wiper motor, wiring)		•	•
Engine repairs (including cambelt and tensioner, catalyst, drive belts, exhaust, fuel pump, gaskets, injectors, oil pumps, seals, turbo)		•	•
Suspension repairs (including anti roll bar, bushes, shock absorbers, springs, wishbones)		•	•
Transmission repairs (including clutch CV joints, flywheel, gaiters, gearbox, differential, driveshafts, torque converter, wheel bearings, fluid renewals)		•	•
Miscellaneous items (including adjustments, key batteries, MOT, wiper blades/refills, air conditioning service - maximum 1 per contract)		•	•
Roadside Assistance cover for the full period of the Audi Complete contract		•	•
Replacement tyres where necessary due to fair wear and tear			•
Tyres changed at one of over 800 approved outlets across the UK			•
Wheel alignment and geometry check where necessary due to fair wear and tear			•
Valves			•
Repairable punctures			•

Audi Service Plan (0–1 year old)

If you buy a new Audi or an approved used Audi up to one year old, this service plan is available to provide cover for cars any time between delivery and the vehicle being 12 months old. For a one off payment or 18 monthly instalments, this plan includes two entitlement-based services, which means no time or mileage restrictions to keep track of.

The plan includes:

1. Oil service
2. Oil service and inspection

You also have the reassurance that your Audi is taken care of by Audi Trained Technicians using Audi Genuine Parts®. Furthermore, the plan can be transferred to subsequent owners if you decide to sell your Audi before the end of the plan.

Please note, this service plan excludes S, RS and R8 models and any vehicle with a W12 engine.

Audi Service Plan (3–5 years old)

If your Audi is three to five years old there's a convenient and cost effective way of ensuring it stays in great condition with specialist care for less than you might think.

For a one-off payment or 18 monthly instalments you can cover your next two consecutive services with no mileage or time restrictions – giving you greater value than booking each service separately.

1. Major service
2. Minor service

What's more, the plan can also be transferred to subsequent owners if you decide to sell your Audi before the end of the plan.

What's included?	Major service	Oil change service
Oil and filter change	•	•
Clean and replace air filter (if necessary)	•	
Replace spark plugs (petrol)/fuel filter (diesel) (if necessary)	•	
Full vehicle inspection, including Road test	•	
Vehicle health check	•	•
Reset service interval display	•	•

Please note, any other service and maintenance work, including normal wear and tear, is not included in the plan.

A1 Service Plan

The Audi A1 Service Plan is an extremely easy and cost effective way to cover your new Audi's servicing needs for five years or 50,000 miles.

Ask your Audi Centre for further details and to secure your service plan. Or visit our website for more information.



A8 Service Plan

The Audi A8 Service Plan has been designed to complement the innovative systems and impressive safety features already built into your new car.

Ask your Audi Centre for further details and to secure your service plan. Or visit our website for more information.





Audi insurance

We offer you a range of insurance products designed to give you quality service and support when you need it the most.

▶ Audi Insurance	24
▶ Audi Complimentary Drive Away Insurance	26
▶ Audi Annual Insurance	27
▶ Audi Gap Insurance	27

For more information, please visit www.insurewithaudi.co.uk



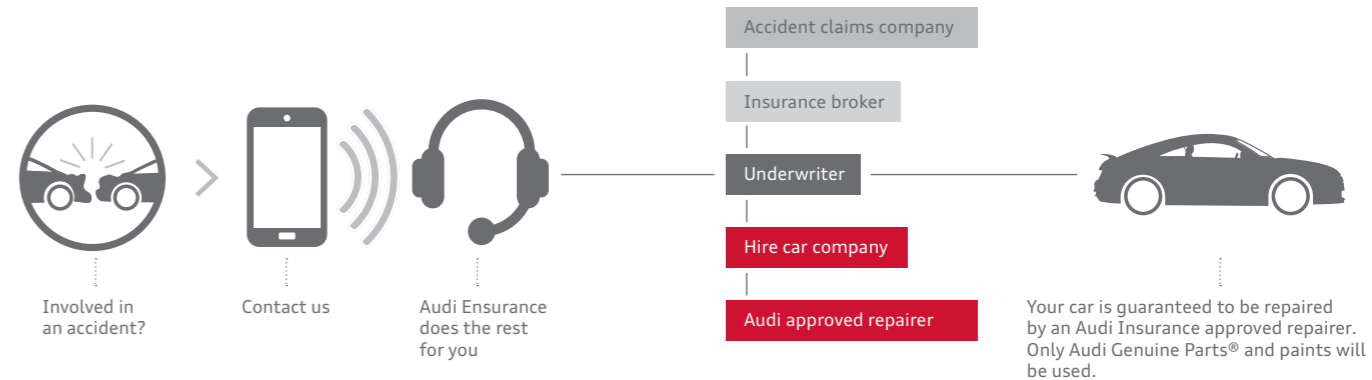
Audi Insurance

Insurance is our free accident and repair cover, which works alongside your existing motor insurance policy, no matter who you are insured with, to help get your Audi back on the road if it has been damaged in an accident or stolen.

To benefit from Insurance go to www.insurewithaudi.co.uk

Insurance guarantees that your vehicle will be repaired at an Audi approved repairer, by Audi Trained Technicians, who will only use Audi Genuine Parts® and paints.

If the unexpected was to happen, a dedicated Claims Manager will look after your claim from start to finish. They will liaise with your motor insurer, any third parties, and the Audi approved repairer throughout the claims process on your behalf.



Audi Complimentary 5-day Drive Away Insurance

Just part of the service you'll come to expect.

When you buy an Audi, you'll soon discover the attention to detail doesn't end just with the car. Because we also offer free 5-day insurance that starts the moment you get behind the wheel, it means you can drive your new car home on day one and still have four days to arrange an annual insurance policy.



Call us free on **0345 877 6236**. Lines are open Monday to Friday 8am–8pm and Saturday 9am to 5pm.

Audi Car Insurance is underwritten by U K Insurance Limited.

Audi Annual Insurance

Unlike some other insurance companies, Audi Annual Insurance includes lots of things as standard, including:

- ▶ Repairs carried out by Audi Trained Technicians in Audi approved repairers using only Audi Genuine Parts® and paints, ensuring that your car is repaired to original factory specifications
- ▶ Whilst your car is being repaired by an Audi approved repairer, you will have a car at your disposal so you can still get to where you need to go
- ▶ We'll get you (and your passengers) to your destination or back home, and then look after your car too
- ▶ In the event of an accident we'll replace all damaged child seats in the car, so you don't need to worry about their safety in the future



For an Audi Annual Insurance Quote, please call **0345 246 4030**. Lines are open Monday to Friday 8am–8pm and Saturday 9am–5pm.

Audi Gap Insurance

Our Gap Insurance (also known as 'Guaranteed Asset Protection') helps to bridge the payment gap between the settlement amount from your motor insurance and the original purchase of your car, or the outstanding finance.

So if your car is written off, or stolen and not recovered, having Audi Gap Insurance helps to alleviate the additional worry of finding the money to purchase a replacement Audi.

Arranging Audi Gap Insurance cover is really easy – your local Audi Centre can help you to work out which level of cover is right for you and set up your policy.



Audi Care

At Audi, we don't think our relationship with you should end when you drive away your new vehicle. It's why we offer products and services designed to take care of your needs and your Audi throughout its lifetime.

► **Audi Extended Warranty**

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For more information go online at www.insurewithaudi.co.uk or speak to your local Audi Centre.



Audi Extended Warranty

If your existing warranty is about to expire, or if you haven't already got a warranty in place, we offer a range of products to ensure your peace of mind.

Features and benefits

Some of the features and benefits of an Audi Extended Warranty policy include:

- ▶ 12 months cover against the costs of repairing or replacing failed components on your Audi
- ▶ A choice of excess levels – £0, £100 or £250
- ▶ Guaranteed use of an Audi Authorised Centre and Audi Trained Technicians
- ▶ Repairs using only Audi Genuine Parts®

Why take out a warranty?

1. With Audi Extended Warranty, all warranty repairs are completed in Audi Authorised Centres by Audi Trained Technicians, using only Audi Genuine Parts®.
2. Not only is our cover great value, but you will also benefit from the care and expertise that only an Audi Centre can deliver.
3. Once you've set up your 12 month cover, should you need to make a claim simply take your vehicle and Confirmation of Cover to your nearest Audi Authorised Centre.

Flexible warranties to suit you

There are two levels of cover that you can choose from:

1. All Component Cover

All Component Cover is the most comprehensive level of cover, paying for the cost of repairing or replacing the factory-fitted mechanical and electrical components of your vehicle should they fail during the cover period.

2. Named Component Cover

Named Component Cover pays for the cost of repairing or replacing the factory-fitted mechanical and electrical components of your vehicle listed below should they fail during the cover period.

- ▶ Braking system
- ▶ Clutch
- ▶ Electrics
- ▶ Gearbox
- ▶ Locking system
- ▶ Suspension
- ▶ Catalytic converter
- ▶ Drive-line components
- ▶ Engine
- ▶ Heating and cooling system
- ▶ Steering system



Useful tools

There really is no one better qualified to help you finance your car.

Audi Financial Services have been in automotive finance since 1994, and in that time we've developed a unique understanding of what our customers demand from their finance plan. Our experience, range of finance products, competitive rates and personal service make us a better alternative to high street banks. And unlike a bank, we're open 7 days a week.

Please don't hesitate to contact your local Audi Centre if you have any questions regarding any Audi Financial Services product.

- ▶ Remember you can use our **Finance Calculator** at any time to help you decide which Audi finance plan is right for you.
- ▶ **Quote My Audi** is the online tool engineered to make finding a quote for your new Audi as streamlined as possible. It's never been easier to start your Audi journey.
- ▶ Visit **Buy my Audi** where you can easily search for new Audi's within your budget, reserve and apply for finance all in one place.

For more information visit www.audi.co.uk

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