

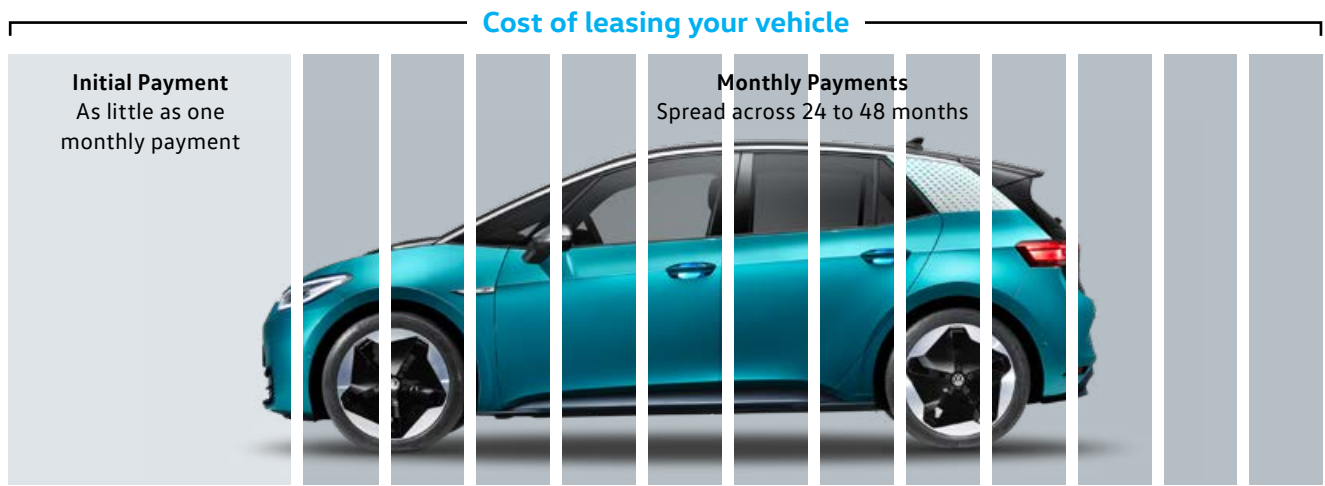


Product Information Guide

Volkswagen Lease&Care

Volkswagen Lease&Care is a leasing agreement with a level of servicing included in your monthly payments, that allows you to drive a Volkswagen ID. without needing to own it.

How does it work?



Once you have chosen your ID. and decided on your initial payment, you need to make three decisions that will affect your monthly payments:



Contract Length

Choose how long you want your ID. for



Mileage Per Year

Choose how many miles you expect to drive each year



Servicing & Maintenance

Choose a Care Package that suits you and your driving style. You can choose from a **Small, Medium or Large Package**; this will be included in the monthly cost of your ID.

Care Packages

Choose from three tailored Care Packages.

Small

Our Small Care Package covers you for essential servicing:

- ✓ All routine manufacturer servicing
- ✓ Brake fluid changes
- ✓ Dust and pollen filters
- ✓ Driverline concierge service
- ✓ Roadside Assistance

Medium

This includes everything in Small plus all routine manufacturer maintenance which covers you for:

- ✓ Brake, suspension and cooling system repairs
- ✓ Electric system maintenance
- ✓ All fluid top-ups

Large

This includes everything in our Small and Medium Care Packages but also covers you for:

- ✓ Tyre replacement and wheel alignment (due to fair wear and tear)
- ✓ Puncture repair
- ✓ Geometry check and wheel balance
- ✓ VWFS Rent-a-Car allowance of a non-electric vehicle



FAQs

Can I get a Volkswagen Lease&Care agreement?

Volkswagen Lease&Care has been designed for personal use and therefore is only available for personal customers. Private individuals are eligible for a regulated Lease&Care agreement. If you are intending to use for business purposes, or are a Sole Trader, Partnership or Limited Company or Limited Liability Partnership (LLP), we recommend exploring our Contract Hire options. Lease&Care is not available to any customer intending to use the vehicle for hire and reward purposes.*

What benefits does Volkswagen Lease&Care offer me?

- It is ideal for customers simply wanting to pay a monthly payment for the vehicle and servicing, change it at a regular fixed period and have no depreciation risk
- You won't own the vehicle and therefore won't have the worry of ownership, you just have to hand it back at the end
- There is no additional final payment at the end of the agreement (subject to excess mileage and fair wear and tear)
- There is a servicing Care Package included and you will have the choice of Small, Medium or Large to make budgeting even easier. The Large Package also includes an annual allowance to a car rental service

Important information to consider:

- Ownership of the vehicle will always remain with Volkswagen Financial Services and it is really important that you keep up to date with your monthly payments. Please contact us if you are having any difficulties as the vehicle may be at risk if you don't
- Volkswagen Lease&Care agreements are not designed to be settled early. If you wish to end your agreement early (for example, due to a change in circumstances) you can request an early termination quote to cover the cost of the remaining payments
- If you exceed the agreed mileage set out in your agreement, then excess mileage charges will apply. If during your agreement you think you will exceed your anticipated mileage, then please contact Volkswagen Financial Services to discuss the options available
- It is important to keep your vehicle in good condition as you may be charged for any damage that goes beyond the BVRLA's fair wear and tear standards

VWFS Rent-a-Car Eligibility and Allowance

The Large Package includes an annual 5 days allowance from VWFS Rent-a-Car within your monthly payments, giving you access to a non-electric vehicle for added peace of mind on those longer journeys. Speak to your retailer for more information.

What happens at the end of my agreement?

At the end of your agreement, you will not own the vehicle as you are leasing it. You will have three options:

1. Move into a new ID. or another Volkswagen vehicle
2. Stay in your ID. for a further 1/2/3 years (to a maximum combined term of 5 years)
3. Return and hand back your ID. subject to excess mileage and fair wear and tear charges