



PORSCHE

Customer Concern Policy

Our aim

At Porsche Financial Services, we are committed to delivering individually tailored products and services which go that extra mile. So if your experience as a Porsche Financial Services customer has not lived up to your expectations, then we would like you to let us know so we can put it 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 our Customer Resolutions Team in the following ways:

Telephone: 0800 912 3560

Email:
customerresolutions@wfs.co.uk

Post: Customer Resolutions Team,
Porsche 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 correspondence 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 **[porsche-financial-services.co.uk](https://www.porsche-financial-services.co.uk)**

What if you aren't satisfied with the way 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 them to our attention, then you may have the right to refer the matter to the Financial Ombudsman Service.

The Financial Ombudsman Service is completely free and independent, set up by law to help settle individual disputes between customers and financial firms.

Volkswagen Financial Services is a voluntary member of the BVRLA. This means you may be able to use their conciliation service to review your complaint if you feel the response provided does not abide by the BVRLA code of conduct.

Porsche Financial Services is a trading name of Volkswagen Financial Services (UK) Limited, authorised and regulated by the Financial Conduct Authority, reference number 311988.

Registered office: Brunswick Court, Yeomans Drive, Blakelands, Milton Keynes MK14 5LR. Registered in England No. 2835230

You can contact the Financial Ombudsman Service at:

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

Telephone: 0800 023 4567

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

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

You can contact the Finance & Leasing Association at:

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

Telephone: 020 7836 6511

Email: info@fla.org.uk

