



PORSCHE

Customer Concern Policy

Our aim

At Porsche Financial Services we are committed to delivering perfectly engineered products with exceptional levels of service. 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 us in the following ways:

Telephone: Fleet Customer Satisfaction Team on 0800 912 3570

Email: fleet.satisfaction@vwfs.co.uk

Post: Fleet Customer Satisfaction 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 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 porschefinancialservices.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 it 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.

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 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

Telephone: 020 7836 6511

Email: info@fla.org.uk

