

Toyota Financial Services (Ireland) DAC

Complaints Notice

Our Commitment to You

We are committed to handling all complaints fairly, efficiently, and effectively.

How to Make a Complaint

You may submit a complaint to us in writing by post or by electronic means. If you make an oral complaint, we will offer you the opportunity to have it handled according to our formal complaints procedure.

- **Call us:** 01 5685 665
- **Email us:** customercare@ie.toyota-fs.com
- **Write to us:** Toyota Financial Services, Lexus House, Killeen Road, Dublin 12.

Our Complaints Procedure

We have a formal procedure for managing and resolving complaints. You may request a hard copy of our complaints procedure, which we will provide to you within 5 working days of your request.

What to Expect

- **Acknowledgement:** We will acknowledge your complaint on paper or another durable medium within 5 working days of receiving it. This acknowledgement will include details of our complaints procedure and the contact details of the relevant ombudsman. If you submit your complaint online via our website, you will receive an immediate or automatic acknowledgement confirming receipt.
- **Point of Contact:** You will be provided with a dedicated point of contact for your complaint.
- **Progress Updates:** We will provide you with regular updates on the progress of our investigation, at intervals of no more than 20 working days.
- **Investigation:** We will investigate and make reasonable efforts to resolve your complaint within 40 working days of receiving it.
- **If Your Complaint is Not Resolved in 40 Days:** If your complaint is not resolved within 40 working days, we will notify you of the anticipated timeframe for resolution and inform you of your right to refer the matter to the relevant ombudsman, including their contact details.

- **Final Response:** Within 5 working days of completing our investigation, we will send you our final decision, including the reasons for it, any offer of settlement, and, where applicable, your right to refer the matter to the Financial Services and Pensions Ombudsman.

The Financial Services and Pensions Ombudsman

If you are not satisfied with our final response, or if we have not resolved your complaint within 40 working days, you may have the right to refer your complaint to the Financial Services and Pensions Ombudsman.

Contact Details for the Ombudsman:

Financial Services and Pensions Ombudsman Lincoln House, Lincoln Place, Dublin 2, D02 VH29, Ireland Phone: +353 (0)1 567 7000 Website: www.fspo.ie