

Toyota Financial Services (Ireland) DAC

Customers in Vulnerable Circumstances

Customer Notice

We're Here to Support You

At Toyota Financial Services, we understand that sometimes life events can make managing your finances more challenging.

We are committed to treating every customer fairly, respectfully, and in a way that meets individual needs.

How We Can Help

If you are experiencing a period of vulnerability—because of illness, bereavement, reduced capacity, financial stress, or any other personal circumstances—please let us know.

We can:

- Provide extra time or communication support when needed.
- Ensure your information is handled with care and discretion.
- Record your needs (with your consent) so our staff can assist you effectively in the future.
- Allow you to nominate a **Trusted Contact Person**—someone we can speak to who can help explain or communicate with or if we can't reach you or are concerned about your wellbeing.

Your Privacy

Your information will always remain confidential and secure.

We will only share details with your consent, and you can change or withdraw that consent at any time.

If You Are Worried About Financial Abuse

Our team is trained to recognise and act on signs of financial exploitation or abuse.

If you have concerns about this, please get in touch immediately — we're here to help protect your interests.

Get in Touch

If you'd like to let us know about your circumstances or find out more about the support available:

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

We're here to help — with compassion, respect, and confidentiality.