

Volkswagen Financial Services



Finance. Insurance. Fleet. Mobility.

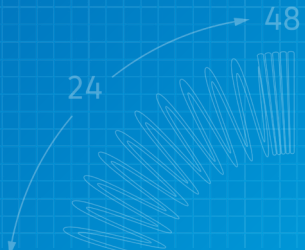


# More Direct. Less Hassle.

Finance, Servicing and Insurance from  
Volkswagen Financial Services.

24

48



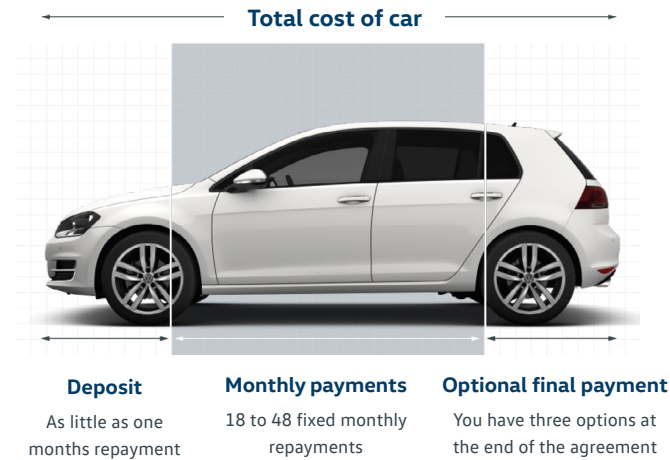
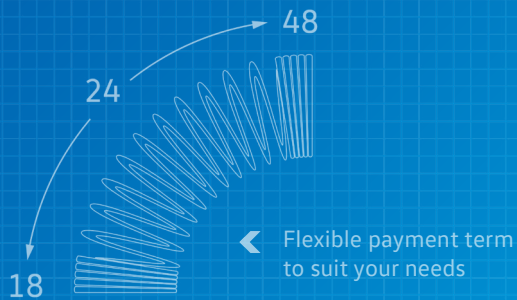
# Finance

At Volkswagen Financial Services we like nothing more than helping to make your dream of driving a Volkswagen a reality. That's why we offer a wide range of finance packages, all designed to fit your needs perfectly.

For further information about any of our products and how you can finance your vehicle, speak to your local Retailer or visit [vwfinance.co.uk](http://vwfinance.co.uk)

# Solutions Personal Contract Plan (PCP)

Solutions PCP is the flexible finance plan designed to allow you to drive a new vehicle sooner than you may think.



Solutions PCP is simple, once you have chosen your vehicle you just need to make a few simple decisions at the start:

- **Deposit**  
Pay your deposit, which can be made up of part-exchange or cash and can be as little as the value of one repayment
- **Your repayment period**  
Choose any period between 18 to 48 months
- **Mileage per year**  
Decide your annual mileage
- **Optional final payment**  
Lower your repayments by setting aside an amount to the end of your agreement (the optional final payment)

## Solutions Personal Contract Plan (PCP) Continued

### At the end of your agreement you have three options:

1. Simply part exchange your car for a different Volkswagen on a new Solutions contract
2. Pay the option to purchase fee and the optional final payment then take full ownership of the vehicle
3. Simply return the vehicle to Volkswagen (fees may be payable)

### Important information to consider

- It is important that you keep up to date with your monthly repayments, so please contact us if you are having any difficulties as the vehicle maybe at risk if you don't
- You may end your agreement earlier than the full term. However, depending how far you are in to your agreement will affect the final amount left to pay
- If you exceed agreed mileage at the start of your agreement and intend to return the vehicle then excess mileage charges will apply
- Keep the vehicle in good condition as this will affect the value of the vehicle. You may be charged for any damage that goes beyond fair wear and tear.

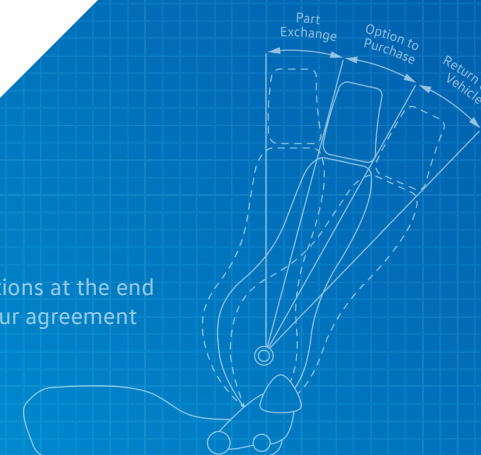
An offer of finance depends on certain conditions. Subject to status. 18s and over. T&Cs apply. Volkswagen Financial Services.

### The benefits

- Set aside an agreed amount to the end, making your budget go further
- Potentially change your vehicle more often to suit your needs.
- Deposit can be as little as one monthly payment
- Takes away the worry of unforeseen depreciation
- Flexibility gives you the choice at the end of your agreement

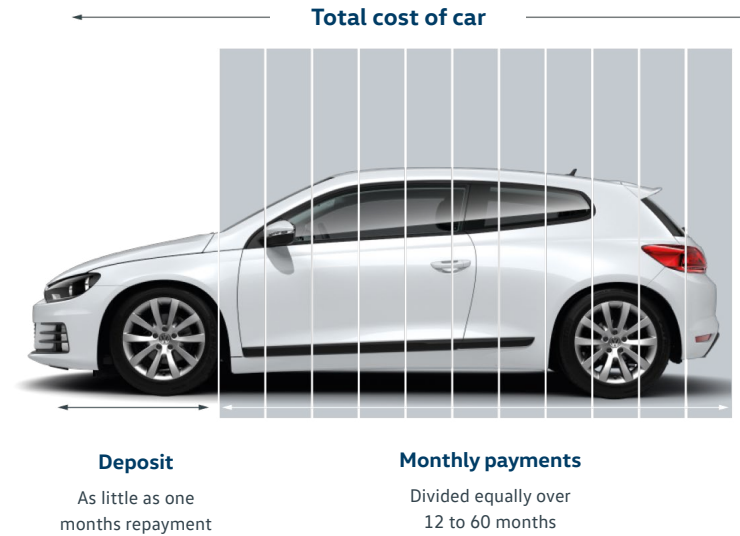
Visit [volkswagen.co.uk/car-finance](https://www.volkswagen.co.uk/car-finance) to view the latest offers across the Volkswagen range

➤ 3 options at the end of your agreement



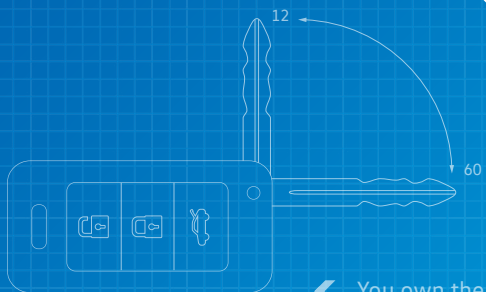
## Hire Purchase

Hire Purchase is a simple and straightforward way to finance your Volkswagen.

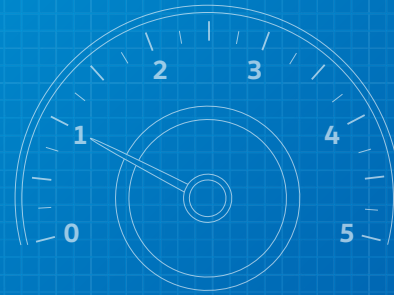


Once you have chosen your Volkswagen and decided on your deposit, you just need to make one decision that will affect your monthly payments:

- **Your repayment period**  
Choose any repayment period between 12 and 60 months
- **At the end**  
Once you have paid all repayments and the option to purchase fee, the vehicle is yours to keep.



◀ You own the vehicle once your repayments and option to purchase fee has been paid.



There are no  
mileage restrictions

## Hire Purchase Continued

### The benefits

- Hire Purchase leads to ownership and is suited to customers who potentially intend to keep their Volkswagen for longer than the repayment period
- There are no mileage restrictions
- Deposit can be as little as one monthly payment
- Choose the most appropriate term to suit your monthly budget

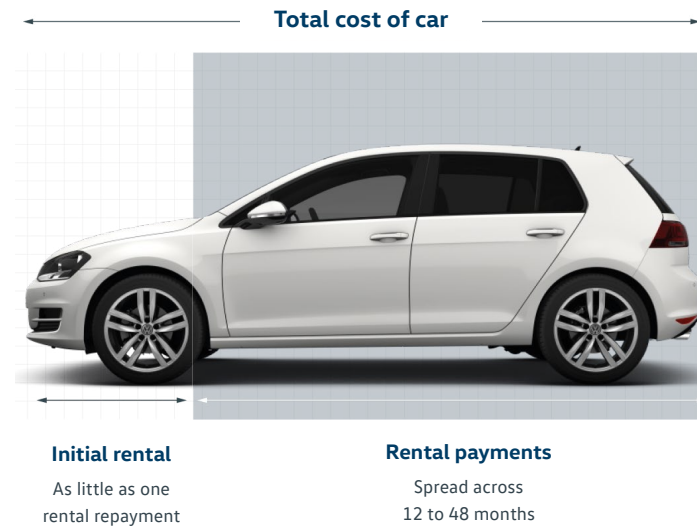
### Important information to consider

- Ownership of the vehicle will remain with Volkswagen Financial Services until you have paid both the option to purchase fee and all monthly payments
- It is really important that you keep up to date with your monthly repayments so please contact us if you are having any difficulties as the vehicle may be at risk if you don't

An offer of finance depends on certain conditions. Subject to status. 18s and over. T&Cs apply. Volkswagen Financial Services.

## Contract Hire

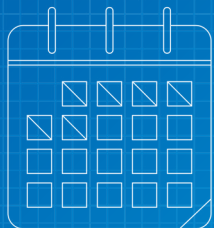
Contract Hire is a simple rental agreement that allows you to drive a Volkswagen without needing to own it.



Once you have chosen your Volkswagen and decided on your initial rental, you need to make three decisions that will affect the monthly rental payments:

- **Your rental payment period**  
Choose any period between 12 and 48 months
- **Mileage per year**  
Choose how many miles you expect to drive each year
- **Servicing**  
Choose to include a service, maintenance and tyres plan in your agreement

Once you have paid all outstanding rentals, you simply hand your vehicle back, subject to fair wear and tear and excess mileage charges.



Choose a rental period between 12 and 48 months

An offer of finance depends on certain conditions. Subject to status. 18s and over. T&Cs apply. Volkswagen Financial Services.

## Contract Hire Continued

### The benefits

- Contract Hire is ideal for customers simply wanting to pay a monthly rental for the vehicle, change it on a regular fixed period and have no disposal 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
- You can build in a service, maintenance and tyres plan to make budgeting even easier

### If you are a business user:

- A proportion of the rentals may be claimable as an expense against taxable profits\*
- An element of the VAT on rentals may be recoverable by VAT registered businesses\*

\*This is subject to a 50% block where there is any element to private use of a motor car. The above note is intended as a summary of the principles of VAT and tax in this complex area. It is not intended to be and should not be construed as constituting tax advice and we make no representations, warranties or guarantees, whether express or implied, that the content is accurate, complete or up-to-date. Volkswagen Financial Services (UK) Limited cannot be held liable in any way for any reliance upon this document, whether in contract, tort (including negligence), breach of statutory duty, or otherwise, even if foreseeable. For specific tax advice relating to your particular set of circumstances, you should contact your own HMRC officer or your usual VAT / tax advisers.

## 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 repayments. Please contact us if you are having any difficulties as the vehicle may be at risk if you don't
- Contract Hire agreements are not designed to be settled early. If you wish to end your agreement early you can request an early termination quote to cover the cost of the remaining rentals
- 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 go over 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 fair wear and tear

## What happens at the end of my agreement?

At the end of your agreement you just pay any outstanding fees and hand the vehicle back to Volkswagen Financial Services.

Visit [volkswagen.co.uk/car-finance](https://www.volkswagen.co.uk/car-finance) to view the latest offers across the Volkswagen range



# Servicing

You'll undoubtedly want to keep your Volkswagen in the best possible condition – and with our service and maintenance plans you can. Whether your vehicle is brand new or up to eight years old, we have a plan just for you.

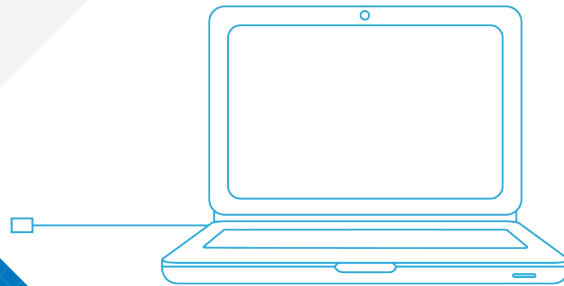
For further information about any of our products and how you can finance your vehicle, speak to your local Retailer or visit [vwfinance.co.uk](http://vwfinance.co.uk)



## Service Plans

### Volkswagen Service Plan for cars under 1 year

Our plan entitles you to your first two services for any Volkswagen under 1 year old, as long as it's not had its first service, for only 18 monthly payments of £16.49 or an upfront payment of £296.82.



▲ Volkswagen Technicians

†Excludes Electric Cars. Volkswagen service plans are subject to terms and conditions. For a full list of Exclusions visit [vwsaftersales.co.uk/ourplans/under-1-year/](http://vwsaftersales.co.uk/ourplans/under-1-year/).

To find out more, visit our Service Plan Selector [vwsaftersales.co.uk/ourplans](http://vwsaftersales.co.uk/ourplans) or speak to your local Volkswagen Retailer

### What do you get?

Your car serviced to Volkswagen UK's recommendations which covers you for:

- Oil and filter changes (applies to both services)
- A full inspection (on your second service)
- Volkswagen Technicians
- Volkswagen approved parts fitted with a two-year warranty
- Comprehensive checks
- Check and top-up screen wash and antifreeze
- Diagnostic check report
- Pollen filter replacement (if required)
- Courtesy wash and vacuum,
- A full Volkswagen service history, which gives you a more attractive and valuable car to future buyers.

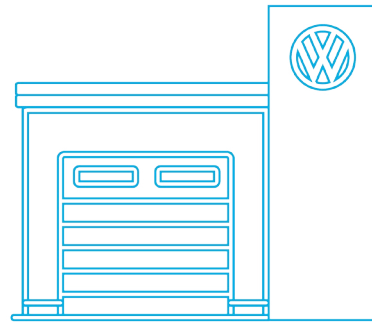
Please see the table below to find out how much the plan will cost:

What do I get?	All Models†	Touareg
Number of payments	18	18
Monthly payment	£16.49	£21.99
Total value of plan (inc. VAT)	£296.82	£395.82

## Service Plans

### Volkswagen Service Plan for cars over 1 year

Our plan entitles you to your next two services for any Volkswagen over 1 year old and under 8 years old when the plan is purchased for only 18 monthly payments of £26.49 or an upfront payment of £476.82. Prices are fixed for the duration of your contract so you are protected from inflation.



Volkswagen Approved Parts 

†Excludes Electric Cars. Volkswagen service plans are subject to terms and conditions. For a full list of Exclusions visit [vwsaftersales.co.uk/ourplans/over-1-year/](https://vwsaftersales.co.uk/ourplans/over-1-year/)

To find out more, visit our Service Plan Selector [vwsaftersales.co.uk/ourplans](https://vwsaftersales.co.uk/ourplans) or speak to your local Volkswagen Retailer

### What do you get?

Your car serviced to Volkswagen UK's recommendations which covers you for:

- One minor service
- One major service
- Volkswagen Technicians
- Volkswagen approved parts fitted with a two-year warranty
- Comprehensive checks
- Check and top-up screen wash and antifreeze
- Diagnostic check report
- Air filter replacement (at major service if required)
- Replace spark plugs (at major service if required, for petrol engines only)
- Replace fuel filter (at major service if required, for diesel engines only)
- Pollen filter replacement (if required)
- Courtesy wash and vacuum
- A full Volkswagen service history, which gives you a more attractive and valuable car to future buyers.

Please see the table below to find out how much the plan will cost:

What do I get?	All Models†	Touareg
Number of payments	18	18
Monthly payment	£26.49	£31.99
Total value of plan (inc. VAT)	£476.82	£575.82

## Fixed Cost Maintenance Plans

If you want to have all your general maintenance work covered within your plan as well as your routine servicing, then you might want to consider a Volkswagen Maintenance Plan. Every model in the Volkswagen range under 1 year old is eligible for our maintenance plans provided they have done less than 10,000 miles and not had their first service.

**There are two levels of cover to choose from:**

- Service and maintenance
- Service, maintenance and tyres

Volkswagen service plans are subject to terms and conditions. For a full list of Exclusions please visit [vwsaftersales.co.uk/ourplans](http://vwsaftersales.co.uk/ourplans)

These plans are tailored around the number of miles driven each year – based on anything from 5,000 to 40,000 miles per year. Please note the maximum number of miles at the end of the plan is 120,000 and the maximum age of your Volkswagen is 4 years at the end of plan.

What's Included	Service & Maintenance	Service, Maintenance & Tyres
All routine servicing as appropriate to your vehicle as determined by the vehicle manufacturer	●	●
Engine oils required within the service schedule	●	●
Brake fluid change when appropriate as determined by the vehicle manufacturer	●	●
Other oils and fluids required within the service schedule	●	●
Brake repairs (including: callipers, cylinders, discs, pads)	●	●
Cooling system repairs (including: coolant, heater components, hoses, radiator, reservoir, sender units, thermostat, water pumps)	●	●
Electrical system (including: alternator, battery, bulbs, central locking, ECU, fuses, instruments, standard alarm, standard immobiliser, starter motor, window regulator, wiper motor, wiring)	●	●
Engine repairs (including: catalyst, exhaust, fuel pump, gaskets, injectors, oil pump, seals, turbo. Drive belts, cambelt and tensioner will be repaired in accordance with the manufacturers schedule)	●	●
Suspension repairs (including: anti-roll bar, bushes, shock absorbers, springs, wishbones)	●	●
Transmission repairs (including: clutch CV joints, flywheel, gaiters, gearbox, differential, driveshafts, torque converter, wheel bearings, fluid renewals)	●	●
Miscellaneous items (including: adjustments, key batteries, MOT, wiper blades/refills, air conditioning service – maximum 1 per contract)	●	●
Roadside assistance cover for the full period of the fixed-cost maintenance contract	●	●
Replacement tyres (where necessary due to fair wear and tear)	-	●
Tyres changed at one of over 900 approved outlets across the UK	-	●
Valves	-	●
Wheel alignment and geometry check (where necessary due to fair wear and tear)	-	●
Wheel balance	-	●
Repairable punctures	-	●

To find out more, visit our Service Plan Selector [vwsaftersales.co.uk/ourplans](http://vwsaftersales.co.uk/ourplans) or speak to your local Volkswagen Retailer for a more accurate quote

# Car Insurance

Our fully comprehensive car insurance is designed by Volkswagen Financial Services to offer you maximum convenience with minimum hassle - just as you'd expect from Volkswagen.

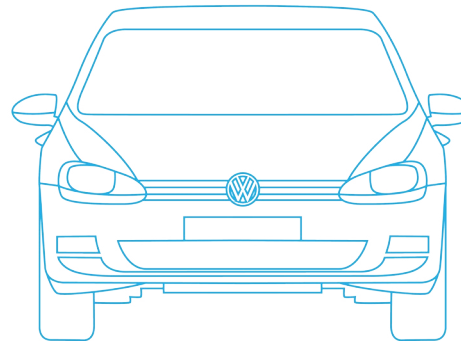


## Car Insurance

Picking the right insurance is as important as choosing the right finance option. Volkswagen Car Insurance includes lots of great features and benefits at no additional cost.



Receive complimentary  
5 Day Insurance



### Complimentary 5 Day Insurance

Start enjoying your new car from day one – thanks to our Complimentary 5 Day Insurance\* cover, you can.

Call 0345 300 6119. Lines are open 8am–8pm Monday to Friday and 9am–5pm Saturday.

\*Subject to eligibility criteria. Terms & conditions apply

### Annual Car Insurance

For a quote call: [0345 877 6464](tel:03458776464)

Lines are open 8am–8pm Monday to Friday and 9am–5pm Saturday.

## Car Insurance Continued



### Volkswagen Genuine Parts

We only use genuine parts and accessories and each one comes with a two-year warranty, excluding wear and tear items.



### Volkswagen Approved Repairs

All repairs are carried out by Volkswagen trained technicians in Volkswagen authorised repairers, giving you the peace of mind that your Volkswagen will be repaired to the same high standards as before.



### Personal Accident

In the event of death or injury whilst getting into, travelling in or getting out of your car, we will pay up to £5,000.



### Courtesy Car

We'll provide a minimum of a small-sized courtesy car while your car is being repaired by a Volkswagen approved repairer.



### Uninsured driver promise

If you make a claim for an accident that is not your fault and the driver of the other car is not insured, you will not lose your No Claim Discount with us or have to pay any excess.



### Personal Belongings Cover

We will cover up to £250 for personal belongings that are lost or damaged following an accident, fire or theft.



### 24 Hour Accident Recovery

In the event of an accident you will have access to our 24 hour recovery helpline.

## Volkswagen Car Insurance Features and Benefits

For full details on what's covered, please refer to the [Volkswagen Insurance Cover Booklet](#).



### Child Seat Replacement

We'll cover the cost of replacing any child seat with a new one of the same (or similar) model and standard following an accident.



### Windscreen Cover

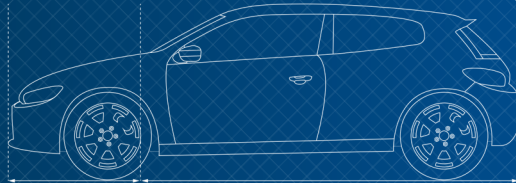
We'll pay the full cost of repairs to chips or other small damage to your windscreen.

Volkswagen Car Insurance from Volkswagen Financial Services is underwritten by UK Insurance Limited.

# What is GAP Insurance?

GAP insurance bridges the gap between your insurance payout and the original cost of your car, or its outstanding finance cost. So if your car is written off or stolen without recovery, you know you'll have the money to replace it. Explore our options to find the cover that works best for you.

Here are the options...

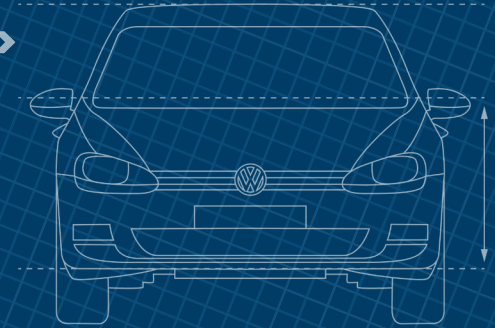


Choose from 4 different types of GAP insurance

Terms and conditions apply. Volkswagen Gap Insurance from Volkswagen Financial Services is administered by Abraxas Insurance Administration Service Limited.



GAP insurance will cover the difference



### GAP Insurance Continued

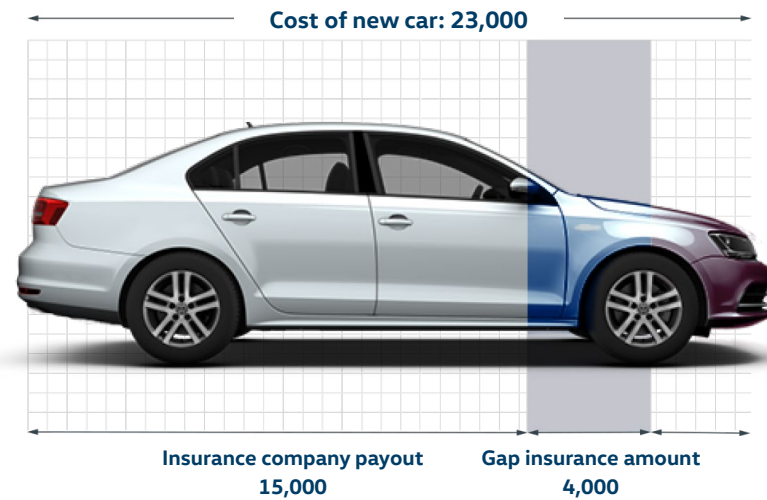
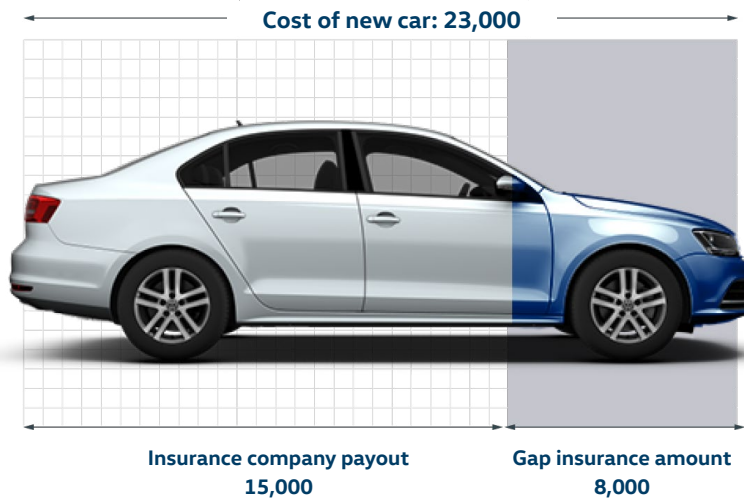
If, for example, you purchased a vehicle costing £23,000 and it is written off after 15 months, your motor insurer may only pay out the current market value which might be £15,000. To replace your Volkswagen with another model worth £23,000 you will need to find £8,000.

### Return to invoice price

With our 'Return to invoice price' cover we could pay you the difference between the insurance company payout and the original invoice price, so for the example above £8,000.

### Outstanding finance

With our 'Outstanding finance' cover the gap insurance payment would cover any charges (up to a maximum of £10,000) that would need to be paid in order to fully settle your finance agreement.



## Ensurance

### Volkswagen's free accident and repair cover

Ensurance works alongside your existing comprehensive motor insurance policy, no matter who you are insured with, to help get your Volkswagen back on the road if it has been damaged in an accident. Ensurance is designed for anyone driving a Volkswagen, regardless of the age of your vehicle.

[Activate your free Ensurance cover](#)



Repaired using only  
Volkswagen Genuine Parts

By calling Volkswagen Ensurance first, even before your insurer, you will receive the following benefits, which most insurers cannot guarantee.

- Guaranteed use of a Volkswagen Approved Repairer and Volkswagen Trained Technicians
- Repair using only Volkswagen Genuine Parts
- Receive a Repair Guarantee, which includes a two year warranty for genuine parts
- Legal Expenses Cover to help recover any uninsured losses
- A dedicated Claims Manager to look after your claim from start to finish

Volkswagen Genuine Parts are manufactured to meet strict quality standards and can contribute to maintaining your vehicle's safety. Most insurers will aim to minimise the cost of the repair by using their preferred repairer network, who cannot guarantee to fit genuine parts.

For more information visit  
[www.insurewithvolkswagen.co.uk](http://www.insurewithvolkswagen.co.uk)

Ensurance from Volkswagen Financial Services is sold and administered by Lawshield UK Limited and underwritten by UK General Insurance Limited on behalf of Great Lakes Insurance SE.

## Extended Warranty

If your existing warranty is about to expire, or if you haven't already got a warranty in place, we offer a range of products to ensure your peace of mind.

You can purchase cover from as little as

# £171\*

\*Based on a customer driving a Volkswagen with less than 60,000 miles and an engine size of 1.4L or below, choosing Named Component Cover with an excess of £250, to cover them for driving less than 10,000 miles, within 14 days of their manufacturer warranty expiring.

### Features and benefits

Some of the features and benefits of a Volkswagen Extended Warranty policy include:



#### 12 Months Cover

12 months cover against the costs of repairing or replacing failed components on your Volkswagen



#### Volkswagen Approved

Guaranteed use of a Volkswagen Approved Repairer and Volkswagen trained Technicians



#### Volkswagen Parts

Repairs using only Volkswagen Genuine Parts



#### Two Cover Levels

Two levels of cover available



#### Excess Levels

A choice of excess levels – £0, £100 or £250

### Why take out a warranty?

With Volkswagen Extended Warranty, all warranty repairs are completed in a Volkswagen Approved Repairer by Volkswagen Trained Technicians, using only Volkswagen Genuine Parts.

Not only is our cover great value, but you will also benefit from the care and expertise that only a Volkswagen Repairer can deliver.

For more information visit  
[www.insurewithvolkswagen.co.uk](http://www.insurewithvolkswagen.co.uk)

Volkswagen Extended Warranty is subject to eligibility criteria. Volkswagen Extended Warranty Cover from Volkswagen Financial Services is sold and administered by Lawshield (UK) Limited. Volkswagen Extended Warranty Cover is underwritten by Volkswagen Versicherung AG.

# Volkswagen Financial Services



Finance. Insurance. Fleet. Mobility.

Volkswagen Financial Services is a trading name of Volkswagen Financial Services (UK) Limited, Brunswick Court, Yeomans Drive, Blakelands, Milton Keynes MK14 5LR, which is authorised and regulated by the Financial Conduct Authority (FCA). Volkswagen Financial Services (UK) Limited financial services register number is 311988.

04/18

