

# Volkswagen Financial Services Ireland Complaint Process

At Volkswagen Financial Services Ireland we are committed to providing our customers with the highest standard of service. If you have a complaint, we want to know! We will address the issue as quickly and as fairly as possible.

## How to Make a Complaint



**Call our Customer Care Helpdesk on:**  
+353 (0)1 211 8391



**Email us at:**  
[customercomplaints@vwfs.com](mailto:customercomplaints@vwfs.com)



**Submit a complaint online:**  
You can easily submit a complaint form online through our website: <https://www.vwfs.ie/complaintsprocedure.html>



**Opening Hours:**  
Monday to Friday: 9:00 – 5:30pm  
Excluding bank holidays and public holidays



**Write to us at:**  
Volkswagen Financial Services Ireland  
Block C  
Liffey Valley Office Campus  
Dublin 22  
Ireland  
D22CF60

Volkswagen Financial Services Ireland Ltd  
Registered Address: Block C,  
Liffey Valley Office Campus, Dublin 22,  
Ireland (D22 CF60)  
Phone: +353 (0) 1 211 8391

Vat Number: 3473131LH  
Registered Number: 602602  
Private company limited by shares  
Company Directors:  
Thomas Rennebaum (German)  
Tony McPoland  
Sinead Curry  
Marcus Graefe (German)  
Carl zu Dohna (German)  
Caragh Madden

Account: Volkswagen Financial  
Services Ireland LTD  
Bank Address: Bank of Ireland  
2 College Green, Dublin 2  
BIC: BOFIE2D  
IBAN: IE47 BOFI90001736329342

Volkswagen Financial Services Ireland  
Limited is regulated by the Central  
Bank of Ireland.

## Complaints Involving Third Parties

You may also make a complaint about a third party involved in the provision of a Volkswagen Financial Services Ireland product or service, including our authorised credit intermediaries or third-party suppliers. We will investigate such complaints in line with our standard procedure.

## What Happens Next?

### 1 Acknowledgement

We will acknowledge your complaint within **5 working days**. You will receive confirmation and details of your dedicated point of contact.

### 2 Investigation

We will investigate your complaint thoroughly and keep you updated.

- o If your complaint is not resolved within **20 working days**, we will send you a written update.
  - If it is still unresolved after **40 working days**, we will provide another update and let you know about your right to refer the matter to the Financial Services and Pensions Ombudsman (FSPO).

### 3 Final Response

Once our investigation is complete, we will send you a Final Response Letter within 5 working days by post, email, or another durable medium. This will include:

- o The outcome of your complaint
- o The reason for our decision
- o The terms of any offer or settlement
- o Information about your right to refer the matter to the Financial Services and Pensions Ombudsman (FSPO), including their contact details.

If you are not satisfied with our decision, you may escalate your complaint to the FSPO.

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## Our Promise

We will handle your complaint in a fair, courteous, and prompt manner. We will record and investigate your complaint internally. We will aim to resolve the issue for you and ensure that the issue does not happen again.

## Your Rights

If you are a customer in vulnerable circumstances, please let us know so we can provide additional support.  
All complaints are handled confidentially and fairly.

## Record Keeping

We keep records of all complaints and correspondence for at least **six years**.

## FSPO Contact Details



### FSPO Contact

3rd Floor, Lincoln House, Lincoln Place, Dublin 2, D02  
VH29

Phone: 01 567 7000

Email: [info@fspoi.ie](mailto:info@fspoi.ie)

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