Customer Harassment Policy

We value feedback from our customers and business partners and are committed to continuously improving our products, services, and operations.

We also have a responsibility to protect the dignity, safety, and well-being of our employees. Excessive demands or inappropriate conduct that exceeds socially acceptable boundaries and negatively affects our employees may be considered customer harassment.

In such cases, we may take appropriate measures, including limiting communications, reviewing the business relationship, or seeking assistance from relevant authorities or professional advisors.

We are committed to maintaining respectful and constructive relationships with our customers and business partners.

Examples of Customer Harassment

The examples below are not exhaustive. Whether conduct constitutes customer harassment will be determined based on the specific facts and circumstances.

Excessive Demands

- Unreasonable demands
- Irrelevant demands
- Demands beyond contractual or service scope
- Impossible or impracticable demands
- Unjustified demands for compensation or benefits

Excessive Conduct

- Physical aggression
- Verbal or psychological aggression
- Intimidation or coercion
- Repeated or persistent misconduct
- Restrictive or detaining conduct

VOLKSWAGEN FINANCIAL SERVICES JAPAN LTD.