

Complaints Data

Firm name: Toyota Financial Services (UK) PLC

Other firms included in this report (if any): None.

Period covered in this report: 1st October 2023 – 31st March 2024

Brands/trading names covered: Toyota Financial Services, Lexus Financial Services, Redline Finance and Mazda Financial Services

	Number of complaints opened	Number of complaints closed	Complaints closed within 8 weeks (%)	Closed complaints upheld by firm (%)
Lending: Hire purchase / Conditional sale agreements	2,576	1,444	78.6%	16.3%

To help you put these figures into context:

The number of Lending-Hire Purchase complaints reported relates to our lending activity regarding Toyota Financial Services, Lexus Financial Services and Redline Finance and Mazda Financial Services lending policies.