

Complaints Data

Firm name: Toyota Financial Services (UK) PLC

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

Period covered in this report: 1st April 2023 – 31st September 2023

Brands/trading names covered: Toyota Financial Services, Lexus Financial Services and Redline 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	846	828	81.8%	24.2%

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 Financial Services lending policies.