

Europa Service.

Information for workshops in other European countries.

A lessee from abroad can have maintenance and repairs (including accident repairs) carried out without payment upon presentation of their Europa Tank & Service Card or their Volkswagen Leasing Europa Service Card. The costs for this are paid by the contact point Volkswagen Financial Services (uk) Ltd.

Please check whether the vehicle data (chassis number and number plate) match the vehicle registration document. The Europa Service Card is valid from the date of registration or issue until the end of the agreed contract period. The contract period is shown in months. You will find this information in the lowest line of the Europa Service Card. If the costs for the work to be carried out are expected to exceed 150 euros (or the equivalent in the respective national currency), please obtain the approval of the contact point Volkswagen Financial Services (uk) Ltd.

The following information is required for this purpose:

- ✓ contract number
- ✓ name/address
- ✓ official number plate/nationality
- ✓ chassis number
- ✓ mileage
- ✓ accident: yes/no
- ✓ estimated repair costs

Please also transfer this information to the invoice. This invoice must be issued to Volkswagen Financial Services (uk) Ltd. Then have the customer sign the invoice and send it to the contact point within 14 days:

Volkswagen Financial Services (uk) Ltd.

Maintenance Controlling

Brunswick Court Yeomans Drive

Blakelands Milton Keynes MK14 5LR

Telephone: +44 8445790231

Please note the possibility of VAT-free delivery within the EU. In this case, the corresponding VAT number of the supplier and the recipient of the service (Volkswagen Leasing GmbH DE811.115.317) and a reference to the tax-free intra-Community delivery must be recorded in the invoice.

If there is another service, the location of the service is regularly transferred to Germany, since the recipient of the service is recorded expressly under the German VAT number (Volkswagen Leasing GmbH DE811.115.317). The invoice must also show the corresponding VAT number of the supplier and the invoice recipient and give an indication of the tax liability of the invoice recipient.

The Europa Service process.

1 FLEET MANAGER

The requirement is:
a leasing contract with Volkswagen Leasing GmbH



2 FLEET MANAGER

Together with the contract confirmation receipt for the Europa Service Card



3 FLEET MANAGER



4 COMPANY CAR DRIVER

Signing of the invoice



4 COMPANY CAR DRIVER

When using workshop services, the company car driver presents the Europa Service Card to the service workshop in other European countries.



5 SERVICE WORKSHOPS

Verification of the vehicle data (chassis number and number plate with the vehicle registration) is required



6 SERVICE WORKSHOPS

If the costs exceed €150 (or the equivalent of the respective national currency), obtain approval from the contact point: Volkswagen Financial Services (uk) Ltd (see responsible contact point) with the following information: contract number, name/address, number plate/nationality, chassis number, mileage, accident: yes/no, estimated repair costs



7 SERVICE WORKSHOPS

Invoicing to Volkswagen Leasing GmbH:

1. For VAT-free delivery within the EU:

- VAT No. of the supplier
- VAT No. of the invoice recipient (Volkswagen Leasing GmbH DE811.115.317) •

Reference to tax-free intra-Community supply
2. If there is another service, the place of performance regularly shifts to Germany, since the invoice recipient expressly refers to the German VAT number.



8 CONTACT POINT IN THE RESPECTIVE COUNTRY

Dispatch of the invoice within 14 days to Volkswagen Financial Services (uk) Ltd.



The subsidiaries of Volkswagen Financial Services AG and its sister company, Volkswagen Bank GmbH, provide various services under the common "Volkswagen Financial Services" brand. These are banking services (through Volkswagen Bank GmbH), leasing services (through Volkswagen Leasing GmbH), insurance services (through Volkswagen Versicherung AG, Volkswagen Autoversicherung AG) and mobility services (including through Volkswagen Leasing GmbH). Insurance products from other providers are also arranged.

Volkswagen Leasing GmbH, Gifhorner Straße 57, 38112 Braunschweig | Volkswagen Versicherungsdienst GmbH, Gifhorner Straße 57, 38112 Braunschweig | Version as at: February 2020 | Subject to change! | Offer valid for key account customers. | For special customers and authorities, deviations are permissible.