

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 2025 – 31st March 2026

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	282,911*	62,864	14.26%**	1.95%

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.

*We can confirm that 99% of the complaints relate to Motor Commissions and 73% were subject to the complaints pause.

** We can confirm that 56.06% of our complaints outside of Motor Commissions were closed within 8 weeks.