

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 2025 - 30th September 2025

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	66,036	33,130	26%	3%

To help you put these figures into context:

This data shows the number of Lending and Hire Purchase complaints received in relation to lending provided by Toyota Financial Services, Lexus Financial Services, and Redline Finance during the period from 1 April 2025 to 30 September 2025.