



# TFS / LFS Contact Information



Last Updated on: 10/28/14

<b>TFS / LFS DEALER 800 NUMBER</b> For all inquiries, dealers should call 1-800-253-9332
<p>* For privacy authentication (legally required), call handling prioritization, and to ensure your call is routed to the correct department who can provide service for your specific need, please have your <u>5 digit dealer code</u> and <u>one</u> of the following pieces of information available prior to calling: customer SSN, last 8 of VIN #, customer acct #, or Tax ID #.</p> <p>* For additional information on the Dealer 800 number including instructions on how to navigate through the IVR, please see page 3 of this document.</p>

<b>RETAIL PAYOFF / PAYMENT PROCESSING</b> (please review the Special Instructions below)	<b>LEASE PAYMENT PROCESSING (EXCLUDES PAYOFFS)</b> (make checks payable to Toyota Financial Services)
<p>Toyota Financial Services P.O. Box 5855 Carol Stream, IL 60197-5855</p> <p><b>or Overnight to:</b> Toyota Financial Services Attn: Loan Payoffs (if applicable) 961 N. Weigel Ave. Elmhurst, IL 60126-1029</p>	<p>Toyota Financial Services P.O. Box 4102 Carol Stream, IL 60197-4102</p> <p><b>or Overnight to:</b> Toyota Financial Services Attn: Lease Payments 961 N. Weigel Ave. Elmhurst, IL 60126-1029</p>

<b>LEASE PAYOFF PROCESSING</b> (make checks payable to TQI Exchange)	<b>VEHICLE VALUATION or DEALER GUARANTEE PAYMENTS</b>	<b>INSURANCE REPAIR CHECKS</b> (include account number & copy of completed repair order)	<b>TMIS [Toyota Motor Ins Svcs]</b> (VSA, GAP, TAC, LLC, and CLAH)
<p>Toyota Financial Services 5005 North River Boulevard NE Cedar Rapids, IA 52411-6634</p>			

<b>DEALER DIRECT LEASE PURCHASES</b>
<p>Toyota Financial Services 13085 Hamilton Crossing Boulevard, Suite 175 Carmel, IN 46032-0009</p>

<b>SPECIAL INSTRUCTIONS (for sending payoffs and payments)</b>
<p>* Lease payoffs require a signed and completed odometer statement.          * Signed authorization to apply the lessee's security deposit to the payoff is required in the following states: NJ and NY.          * <u>Itemize the reason for the check (payoff, payment, dealer guarantee, type of insurance refund) on all check stubs.</u>          * If remitting a cashier or certified check, include your dealer name and five digit dealer number on the check.          * To ensure proper application of a Retail payoff or payment sent to the Lockbox, please include the complete account number in the memo line on the face of the actual check [ex: 704-006-0000000-0001]. If the complete account number is not available, please ensure to include two of the following identification fields in order for the Lockbox to match the account to a TFS account: Customer Name, Customer Address, Customer contracted Payment Amount, or a complete VIN (a partial VIN cannot be looked up by Lockbox).</p>

<b>INSURANCE, TITLE AND LIEN ADDRESS</b> (utilize physical address for FedEx & UPS deliveries)
<p>Toyota Motor Credit Corporation P.O. Box 105386 Atlanta, GA 30348-5386</p> <p><b>or Overnight to:</b> Toyota Motor Credit Corporation 260 Interstate North Circle, N.W. 12th Floor Atlanta, GA 30339-2111</p>

<b>INSURANCE PRODUCT CANCELLATIONS</b>	
<b>Remit cancellation payments to:</b> (itemize each product refunded on check stub)	<b>For general questions or need a duplicate Insurance Product Cancellation letter (4001) faxed to you:</b>
<p>Toyota Financial Services 5005 North River Boulevard NE Cedar Rapids, IA 52411-6634</p>	<p>Contact the Dealer 800 number (800-253-9332) or fax your request to 319-221-5129 with a clear description of the information or action you are requesting and your name/contact information.</p>

<b>DEALER VOLUNTARY SURRENDER NOTIFICATION</b> (complete the Dealer Voluntary Surrender Notification form AND follow the instructions below)
<p>If a customer has dropped off or abandoned a car at your dealership and it is NOT a lease return, in order to arrange for pickup, please complete the <i>Dealer Voluntary Surrender Notification form</i> located in <u>Document Center</u> and fax to <b>1-800-332-5467</b></p> <p>For additional questions, please contact the Dealer Connection at <b>1-800-253-9332</b></p>

Please forward any required updates for this document to Dave Steines, TFS CSC Operations

<b>TFS / LFS REGIONAL OFFICES</b>		
<b>Western Region</b>	<b>Central Region</b>	<b>Eastern Region</b>
1900 S. State College Blvd., Suite 500 Anaheim, CA 92806 Phone: (714) 937-4470 Fax: (800) 723-6819	2650 Warrenville Road, Suite 300 Downers Grove, IL 60515 Phone: (630) 353-4800 Fax: (630) 353-4802	4 Gatehall Drive, Suite 120 Parsippany, NJ 07054 Phone: (973) 451-6400 Fax: (973) 451-6488
<b>TFS / LFS CUSTOMER SERVICE CENTERS (CSCs)</b>		
<b>Western Region</b>	<b>Central Region</b>	<b>Eastern Region</b>
Toyota Financial Services CSC West 3200 West Ray Road Chandler, AZ 85226	Toyota Financial Services CSC Central 5005 North River Boulevard NE Cedar Rapids, IA 52411	Toyota Financial Services CSC East 500 Red Brook Boulevard Owings Mills, MD 21117
<b>TFS / LFS DEALER SALES AND SERVICE OFFICES [DSSOs]</b>		
<b>Western Region</b>	<b>Central Region</b>	<b>Eastern Region</b>
<b>Denver</b> 6300 S. Syracuse Way, Suite 550 Centennial, CO 80111 Phone: (303) 265-7140 Fax: (303) 265-7174	<b>Baton Rouge</b> 8550 United Plaza Blvd., Suite 903 Baton Rouge, LA 70809 Phone: (225) 929-6600 Fax: (225) 924-6403	<b>Atlanta</b> Deerfield Point 200 12735 Morris Road, Ext., Suite 260 Alpharetta, GA 30004 Phone: (678) 746-5500 Fax: (678) 746-5501
<b>Los Angeles North</b> 488 Santa Clara Street, Suite 202 Arcadia, CA 91006 Phone: (626) 599-3500 Fax: (626) 599-3501	<b>Chicago</b> 2650 Warrenville Rd., Suite 320 Downers Grove, IL 60515 Phone: (630) 353-4700 Fax: (630) 353-4701	<b>Baltimore</b> 500 Red Brook Blvd., Suite 210 Owings Mills, MD 21117 Phone: (410) 415-4750 Fax: (410) 415-4751
<b>Los Angeles South</b> 1900 South State College Boulevard, Suite 510 Anaheim, CA 92806 Phone: (714) 937-4400 Fax: (714) 937-4402	<b>Cincinnati</b> Summit Woods Corp. Center II 300 E-Business Way, Ste. 350 Sharonville, OH 45241 Phone: (513) 984-7100 Fax: (513) 984-7152	<b>Boston</b> 100 Apollo Drive, Suite 201 Chelmsford, MA 01824 Phone: (978) 244-2200 Fax: (978) 244-2261
<b>Los Angeles West</b> 30401 Agoura Road, Suite 260 Agoura Hills, CA 91301 Phone: (818) 706-4300 Fax: (818) 706-4377	<b>Dallas</b> 3400 Waterview Parkway Ste. 210 Richardson, TX 75080 Phone: (972) 680-7000 Fax: (972) 680-7040	<b>Fairfax</b> 2325 Dulles Corner Blvd., Ste 630 Herndon, VA 20171 Phone: (703) 561-7200 Fax: (703) 561-7201
<b>Phoenix</b> 3200 West Ray Road Suite 118 Chandler, AZ 85226 Phone: (480) 224-1900 Fax: (800) 424-1995	<b>Detroit</b> 19500 Victor Parkway Suite 400 Livonia, MI 48152 Phone: (734) 953-3400 Fax: (734) 953-2519	<b>Middletown</b> 90 Crystal Run Road Suite 310 Middletown, NY 10941 Phone: (845) 695-2300 Fax: (845) 695-2350
<b>Portland</b> 5000 Meadows Road Suite 251 Lake Oswego, OR 97035 Phone: (503) 598-3700 Fax: (503) 598-3777	<b>Houston</b> 9303 New Trails Drive, Suite 325 The Woodlands, TX 77381 Phone: (281) 876-5800 Fax: (281) 876-5886	<b>New Haven</b> First Shelton Place 1000 Bridgeport Ave 4th Floor Shelton, CT 06484-0853 Phone: (203) 926-2500 Fax: (203) 926-1433
<b>Sacramento</b> 9245 Laguna Springs Drive, Suite 370 Elk Grove, CA 95758 Phone: (916) 855-8700 Fax: (916) 855-8734	<b>Kansas City</b> 10851 Mastin Blvd Suite 220 Overland Park, KS 66210 Phone: (913) 661-6800 Fax: (913) 661-6840	<b>Parsippany</b> 4 Gatehall Drive Suite 350 Parsippany, NJ 07054-6357 Phone: (973) 829-6700 Fax: (973) 829-6777
<b>San Diego</b> 7676 Hazard Center Dr. Suite 650 San Diego, CA 92108 Phone: (619) 682-3200 Fax: (619) 299-9201	<b>Minneapolis</b> 301 Carlson Parkway Suite 210 Minnetonka, MN 55305 Phone: (952) 476-7700 Fax: (952) 476-7753	<b>Philadelphia</b> 240 Gibraltar Road Suite 260 Horsham, PA 19044 Phone: (215) 956-5900 Fax: (215) 956-5955
<b>San Francisco</b> 4000 Executive Pkwy Suite 525 San Ramon, CA 94583 Phone: (925) 830-8200 Fax: (925) 830-1549	<b>Nashville</b> Four Corporate Centre 810 Crescent Centre Dr. Suite 500 Franklin, TN 37067 Phone: (615) 778-5500 Fax: (615) 778-5610	<b>Richmond</b> 3957 Westerre Pkwy Suite 200 Richmond, VA 23233 Phone: (804) 965-2800 Fax: (804) 965-2830
<b>Seattle</b> Sunset Corp. Campus II 13920 SE Eastgate Way, Suite 130 Bellevue, WA 98005 Phone: (425) 748-5900 Fax: (425) 748-5902	<b>San Antonio</b> Concord Park One 800 Sonterra, Ste. 350 San Antonio, TX 78258 Phone: (210) 402-2100 Fax: (800) 554-4943	
	<b>St. Louis</b> 3 City Place Drive, Suite 790 Creve Coeur, MO 63141 Phone: (314) 569-8700 Fax: (314) 569-8740	

<b>TFS / LFS DEALER 800 NUMBER</b>																
<b>Dealer Connection Toll Free Number: 1 (800) 253-9332</b>																
Hours of Operation: 6am to 6pm (MST) Monday - Friday																
<b>IMPORTANT INFORMATION TO HAVE AVAILABLE PRIOR TO CONTACTING THE DEALER CONNECTION</b>																
<p>* In order for us to release customer account information, you must authenticate with two pieces of information - your dealer number and one of the following: customers SSN or TIN, last 8 of VIN #, or customer Acct #.</p> <p>* In order to reach the Dealer Connection team you must enter in your dealer code number. If you do not enter in your dealer code number, the call will be transferred to Customer Service. This is to ensure only TFS/LFS dealerships reach the Dealer Connection team.</p> <p>* Please note: Authentication is a legal requirement to access information on any customer account.</p>																
<b>THE ROLE OF THE DEALER CONNECTION INTERACTIVE VOICE RESPONSE (IVR) SYSTEM</b>																
<p>* The IVR can quickly provide payoff, payment amounts due and recieved, as well as mailing and payoff instructions to you. The IVR is available 24x7 for all self service options.</p> <p>* Additionally, the IVR is the technology that will automatically prioritize and route your call to the team that is best skilled to resolve your call, based on the customers account status - Inventory Control, Collections, Loyalty, or the Dealer Connection Customer Service Team. (requires authentication)</p> <p>* Note, the IVR self service and call routing functions require authentication. If you choose not to enter the authentication tokens into the IVR, your call will be routed to the general Customer Service group at a lower priority, and the CSR will manually authenticate your call..</p> <p>* The 800-253-9332 number is dedicated for dealers only. Customers will not be able to access information on this number.</p> <p>* TFS/LFS customers must be directed to the General Customer Service number (Toyota: 800-874-8822, Lexus: 800-874-7050).</p> <p>* If you have <u>multiple accounts</u>: After you complete your transaction on the first account, you can select Option 7 from the main menu, which will then allow you to access the next account without having to make a new call.</p>																
<b>HOW TO PROPERLY NAVIGATE THE DEALER CONNECTION INTERACTIVE VOICE RESPONSE (IVR)</b>																
<b>Contact:</b>	<b>1-800-253-9332</b>															
<b>Step 1</b>	Language Option - hold for English, press 2 for Spanish															
<b>Step 2</b>	Enter Dealer Code															
<b>Step 3</b>	Enter second authentication token (customer SSN, last 8 of VIN #, customer Acct #, or Tax ID #.)															
<b>Step 4</b>	The IVR provides the payoff amount, the good through date, the last payment received date, and the amount.															
<b>Step 5</b>	<b>Select an Option from the Main Menu</b>															
▶	<b>Option 1: To access Payoff Amount, Payment Information, and Maturity Dates</b>															
	<table border="1"> <tr> <td>Sub Menu</td> <td>Press 1:</td> <td>Payoff Balance and Payoff Instructions</td> </tr> <tr> <td></td> <td>Press 2:</td> <td>For last payment received, the next payment due, or late and misc charges.</td> </tr> <tr> <td></td> <td>Press 3:</td> <td>For available payment options</td> </tr> <tr> <td></td> <td>Press 4:</td> <td>To request billing and account payment history statements</td> </tr> <tr> <td></td> <td>Press 5:</td> <td>For maturity date, year-to-date interest charges, and annual percentage rate.</td> </tr> </table>	Sub Menu	Press 1:	Payoff Balance and Payoff Instructions		Press 2:	For last payment received, the next payment due, or late and misc charges.		Press 3:	For available payment options		Press 4:	To request billing and account payment history statements		Press 5:	For maturity date, year-to-date interest charges, and annual percentage rate.
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▶	<b>Option 3: To request Address or Phone Number Change</b>															
	<table border="1"> <tr> <td>No input required:</td> <td>Call is transferred to a customer service representative</td> </tr> </table>	No input required:	Call is transferred to a customer service representative													
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▶	<b>Option 6: To access information about our Website, Property Taxes, or Parking Tickets.</b>															
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