



TFS / LFS Contact Information



Last Updated on: 4/15/2022

<p>TFS / LFS DEALER 800 NUMBER For all inquiries, dealers should call 1-800-253-9332 Hours of Operation: 8AM – 7PM CST Monday – Friday</p>
<ul style="list-style-type: none"> 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 5-digit dealer code 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 #. 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. Please note: Authentication is a legal requirement to access information on any customer account. For additional information on the Dealer 800 number including instructions on how to navigate through the IVR, please see page 2 of this document.

RETAIL PAYOFF / PAYMENT PROCESSING <p style="color: blue; font-size: small;">(please review the Special Instructions below)</p>	LEASE PAYMENT PROCESSING (EXCLUDES PAYOFFS) <p style="color: blue; font-size: small;">(make checks payable to Toyota Financial Services)</p>
<p>Toyota Financial Services P.O. Box 5855 Carol Stream, IL 60197-5855</p> <p>or Overnight to: Toyota Financial Services Box 5855</p> <p>5505 N. Cumberland Ave. Suite 307 Chicago, IL 60656</p>	<p>Toyota Financial Services P.O. Box 4102 Carol Stream, IL 60197-4102</p> <p>or Overnight to: Toyota Financial Services Box 4102</p> <p>5505 N. Cumberland Ave. Suite 307 Chicago, IL 60656</p>

LEASE PAYOFF PROCESSING <p style="color: blue; font-size: small;">(make checks payable to TQI Exchange)</p>	VEHICLE VALUATION OR DEALER GUARANTEE PAYMENTS	INSURANCE REPAIR CHECKS <p style="color: blue; font-size: small;">(include account number & copy of completed repair order)</p>	TMIS [Toyota Motor Ins Svcs] <p style="color: blue; font-size: small;">(VSA, GAP, TAC, LLC, and CLAH) Itemize each product on the check stub.</p>
<p>Toyota Financial Services 5005 North River Boulevard NE Cedar Rapids, IA 52411-6634</p>			

DEALER DIRECT LEASE PURCHASES
<p>Toyota Financial Services 1620 S Stapley Drive, Suite 232 Mesa, AZ, 85204</p>

SPECIAL INSTRUCTIONS (for sending payoffs and payments)
<ul style="list-style-type: none"> <input type="checkbox"/> Lease payoffs require a signed and completed odometer statement. <input type="checkbox"/> Signed authorization to apply the lessee's security deposit to the payoff is required in the following states: NJ and NY. <input type="checkbox"/> Itemize the reason for the check (payoff, payment, dealer guarantee, type of insurance refund) on all check stubs. <input type="checkbox"/> If remitting a cashier or certified check, include your dealer name and five digit dealer number on the check. <input type="checkbox"/> 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).

INSURANCE, TITLE AND LIEN ADDRESS <p style="color: blue; font-size: small;">(utilize physical address for FedEx & UPS deliveries)</p>
<p>Toyota Motor Credit Corporation P.O. Box 105386 Atlanta, GA 30348-5386</p> <p>or Overnight to: Toyota Motor Credit Corporation 2975 Breckinridge Duluth, GA 30096-4977</p>

DEALER VOLUNTARY SURRENDER NOTIFICATION <p style="color: blue; font-size: small;">(complete the Dealer Voluntary Surrender Notification form AND follow the instructions below)</p>
<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 Dealer Voluntary Surrender Notification form located in Document Center and fax to 1-800-332-5467. For additional questions, please contact the Dealer Connection at 1-800-253-9332.</p>

PAPER CONTRACTS VIA FEDEX	PAPER CONTRACTS VIA UPS, USPS, ETC.
<p>Toyota Financial Services 4054 Willow Lake Blvd Suite 2015 Memphis, TN 38153</p>	<p>Toyota Financial Services 4054 Willow Lake Blvd Suite 2015 Memphis, TN 38118</p>
DOCUMENT TYPE	NUMBER
<p>Paper Only Held Offerings Dealer Funding Resolution Line</p>	<p>FAX (888)685-7380 PHONE (888)368-3074</p>

HOW TO PROPERLY NAVIGATE THE DEALER CONNECTION INTERACTIVE VOICE RESPONSE (IVR)			
Contact:	1-800-253-9332		
Step 1	Language Option - hold for English, press 2 for Spanish		
Step 2	Enter Dealer Code		
Step 3	Enter second authentication token (customer SSN, last 8 of VIN #, customer Acct #, or Tax ID #.)		
Step 4	The IVR provides the payoff amount, the good through date, the last payment received date, and the amount.		
Step 5	Select an Option from the Main Menu		
▶	Option 1: To access Payoff Amount, Payment Information, and Maturity Dates		
	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.
▶	Option 3: To request Address or Phone Number Change		
	No input required:	Call is transferred to a customer service representative	
▶	Option 4: For payment Mailing Address Information		
	No input required:	Mailing address information provided	
▶	Option 6: To access information about our Website, Property Taxes, or Parking Tickets.		
	Sub Menu	Press 1:	For information about our Website
		Press 2:	For information on Property Taxes
		Press 3:	For information on Parking Tickets
		Press 4:	For information about registering your vehicle
▶	Option 7: To access Information on another account		