



# Toyota Financial Services

When were we founded?  
**1988**

## What do we do?

We specialise in finance products that support Toyota and Lexus sales through the dealer network and online.



### What are our products and services?

We provide direct support services to our customers through our Customer Experience teams and provide finance products to support the dealer network; from stocking loan facilities to financing premises.



### How do we make money?

We provide retail credit facilities at the point of sale to car buyers as well as new and used vehicle stocking, demonstrator and other funding and support services to the network. Additionally, we also provide financial and treasury services to other members of the TFS group who deliver finance and insurance development programmes.



### Who is our typical customer?

All Toyota and Lexus customers (more than 50% of Toyota and Lexus retail customers finance either their new or used vehicle through us).



### Who are some of our biggest competitors?

We have so many competitors - banks, building societies, online retailers, brokers, Cinch, Cazoo etc.



### Approximately how many people do we have?

230.



### How do we impact the Toyota & Lexus retailer networks?

We provide our network with new and used vehicle stocking, demonstrator and other funding/support services along with finance and insurance development programmes and sales incentives. We also provide retail credit facilities at the point of sale, through Toyota and Lexus Centres, to our customers.



### What makes us unique?

The relationships that we have fostered with other parts of the Toyota Group - TGB specifically. Working together to ensure that we are able to make it as affordable and easy for customers to get into one of our vehicles.



### What's our mission statement?

We innovate for both today's and tomorrow's mobility needs by providing products and services that deliver consistently great customer experience and outcomes.

## What are our key historical milestones and achievements?

**1998:** Change of Shareholding, 100% owned by TFSC/TMC.

**2003:** Back Office insourcing "Go Live".

**2013:** Largest TFS Business in Europe.

**1998:** Toyota Finance joint venture between Inchcape and Lloyds Bowmaker.

**1999:** Name change to "Toyota Financial Services (UK) PLC".

**2003:** Data Conversion successfully completed.

Where are we located?

Burgh Heath, Epsom, Surrey.

