



MAZDA CANADA MAKES COMMITMENT TO CUSTOMER SUPPORT DURING COVID-19

For our customers who are impacted by COVID-19, Mazda has put into place some programs to provide support. For existing lease customers whose lease is coming due but aren't in a position to replace their vehicle at this time, we are providing lease extensions. And for customers who absolutely need a new vehicle during these uncertain times, we are offering payment deferrals on loans.

In addition, our trusted financial partners are committed to working with our customers who are experiencing financial stress due to COVID-19. If customers have questions or concerns about their finance payments, they are encouraged to contact Scotiabank at 1-833-315-4357. For questions regarding Mazda leases, they should contact Mazda Financial Services at 1-888-703-8857 for assistance.

Mazda Canada is also working closely with our dealerships to accommodate customers who are unable to have their regular scheduled maintenance completed or warranty concern addressed within the typical time/mileage requirements due to the COVID-19 pandemic.

For guidance and direction tailored to individual situations, we strongly recommend that any customer who has a question about servicing their vehicle or warranty coverage, or are in need of service or repair, to reach out to their local dealership.

If you are unable to reach your dealership, Mazda's Customer Assistance Centre remains available (working from home) to assist via Phone: 1-800-263-4680 or Contact Form: <https://www.mazda.ca/en/about/>.