

During these exceptional times, we are here to support our Customers, Dealers and Associates. Things are changing quickly and we're taking special measures to ensure business continuity as the situation evolves.

### **What we're doing for Customers**

We are working hand in hand with customers to address their needs on a case by case basis.

- We have reallocated resources to **increase service levels for incoming calls** to the customer service team. Improvements should be felt by customers shortly.
- We are **offering lease and loan extensions and payment deferrals** to customers and are accommodating their needs as much as possible during this challenging time.
- We are being flexible with **granting lease end extensions** to customers and dealers who cannot facilitate lease end returns under these circumstances.
- We are advising customers of these initiatives through banners on Toyota.ca and the TFS webpage within Toyota.ca. We are also **encouraging customers to visit the [Toyota Customer Portal](#)** for self-service functionalities.
- We **opened our fax lines for dealers to submit lease end extension requests** on behalf of customers. The number is 1-866-835-5931.