



Finance. Lease. Insurance. Mobility.

COVID-19 Update and FAQs – Volkswagen Financial Services

We at Volkswagen Financial Services want to assure you that we are committed to supporting the President's call to flatten the curve and curb the pandemic.

We would like to remind you of the measures we have in place in order to offer you a valued service during this time. We urge you to keep in touch with us via our electronic platforms during the lockdown period.

We care for you and your families and we will continue to work closely with our partners and communities to ensure the wellbeing of all.

Frequently Asked Questions (FAQs)

1. What are the Volkswagen Financial Services business hours during the COVID-19 lockdown period?

Monday to Friday 08:00 to 17:00

2. How should I contact Volkswagen Financial Services during the COVID-19 lockdown period?

Logon: <https://www.vwfs.co.za/selfService/index.xhtml?siteID=vwfs>

A list of services that are available online include:

- Balances checks
- Settlement enquiries
- Amortization schedules
- Tax certificates
- Vehicle registration document requests

Tel: 0861 500 400

Email: service@vwfs.co.za

We are experiencing high volumes of calls and emails since the lockdown, so please be patient as there may be a delay in our response times.

3. Do I qualify for a payment holiday/deferred payment?

We can provide relief to individual and business customers whose financial stability has been impacted by COVID-19. Our interventions will assist customers who demonstrated a sound credit repayment history, in particular customers who have honoured their repayments to the credit provider on a consistent basis prior to the COVID-19 pandemic.

Email: covidassist@colserve.co.za (private customers)
 covidbusinessassist@colserve.co.za (business customers)

Tel: 0861 500 400

Covid-19 Assist Application Form – [Download here](#)

Please have the following information available:

- a) Name, email address and cellphone number
- b) VWFS account number
- c) Insurance information
- d) Motivation for why assistance is required

4. My finance agreement is due to come to an end during the lockdown period, can I still refinance my Balloon?

Yes.

Email: refinance@wesbank.co.za (Instalment Sale Agreement)

Email: gfv@vwfs.co.za (Guaranteed Future Value Agreement)

5. Can I get my original Natis document from you during lockdown period?

No,

Unfortunately, we do not have access to the documentation, nor have facilities to send out any original Natis documents during the lockdown period. Please forward any Natis Requests to service@vwfs.co.za and we will be in contact with you after the lockdown period.

6. Am I still able to apply for finance if I want to buy a car after the lockdown ends?

Yes,

You are still able to apply for finance for your vehicle and this would go through the normal credit checks and assessment.

7. How do I go about applying for finance during the lockdown?

Please use the following link to Apply for finance:

<https://www.vwfs.co.za/financeApps/individual/asset/index.xhtml?appType=DLR>

8. How do I update my personal details on my Agreement?

Logon: <https://www.vwfs.co.za/selfService/index.xhtml?siteID=vwfs>

Email: service@vwfs.co.za

9. Can I contact Volkswagen Financial Services Insurance during the COVID-19 lockdown?

Yes,

Our Insurance partners have activated action plans and put key measures in place to ensure they are able to remain operational and available during this time of uncertainty.

10. Will I be able to claim on my Insurance during this lockdown?

Yes,

The claims teams of our Insurance partners have been enabled and equipped with the resources, knowledge and skills to treat each claim on merit, with dignity and care.

11. Who do I contact in the event of a claim or query?

Please refer to your policy documents for the relevant insurer contact information.

Due to current circumstances it may take our Insurance partners a bit longer to respond to you or you may experience longer call waiting times than usual.

12. Can I get assistance on my arrear account during lockdown?

Yes,

Customers who require assistance on arrear accounts can contact our collections centre on [0861 150 150](tel:0861150150).

As the situation is continuously evolving, VWFS SA will continue to work closely with our customers, partners and communities to ensure the wellbeing of all.

Volkswagen Financial Services South Africa (Pty) Ltd is an authorised Financial Services and Credit Provider NCRCP6635