



**CONTACT US**

If you have any questions about your account, Lexus Financial Services (LFS) offers a number of ways to contact us:



**Internet:** Visit [www.lexusfinancial.com](http://www.lexusfinancial.com) and register for My LFS Account, a convenient way to view your LFS statement, make payments online, change your address, and more.



**Phone:** Contact us by phone at (800) 874-7050. Account information is available 24 hours a day / 7 days a week via our automated phone system. You may speak with a Customer Service Representative during the hours shown below. Please note that calls to or from LFS may be recorded or monitored for quality assurance and training purposes.

**Customer Service Hours of Operation**

Monday - Friday 8:00 am - 8:00 pm



**Mail:** Correspondence should be written on a separate sheet of paper and include your name and account number. Please send this, or any other general (non-disputed payoff), correspondence to the address shown on your payment stub.

**PAYMENT OPTIONS OTHER THAN REGULAR MAIL**

**AutoCheque:** If you enroll in this free service, LFS will debit your checking or savings account each month for the Current Payment Due payment. Your LFS account will be credited as of the due date with that amount. Please contact us or follow the AutoCheque Program link on our website for details and to download an enrollment authorization form.

**Pay Online:** If you're registered on [lexusfinancial.com](http://lexusfinancial.com), you can enroll in this free service to set up a recurring or one time payment. You can also use this service to payoff your account.

**Pay by Phone (TTPS):** By calling (800) 874-7050, you can make a one time payment through our automated Toyota Telephone Payment System using your checking or savings account. A convenience fee may be charged per transaction and the amount of the fee will be disclosed to you prior to making your transaction.

*Note:* Some restrictions apply for all three services listed above. For additional payment methods not listed above, please speak to one of our Customer Service Representatives.

**LATE CHARGES**

You can avoid late charges by making the Current Payment Due for the exact amount due as indicated on this Billing Statement on or before the Payment Due Date. Please refer to your lease agreement for details regarding the assessment of late charges on your account.

To ensure that we receive your payment on time, please use the enclosed envelope and attached payment stub, send the payment to the address on the payment stub, and allow 7-10 days for mail delivery. There may be a delay of up to 5 days in posting payments if the payment is not received at the location identified on the payment stub.

**PERSONAL PROPERTY TAX/EXCISE TAX**

Under the terms of your lease agreement (section labeled "Official Fees, Taxes and Fines"), you are responsible for this tax. If your vehicle is registered and/or garaged in AR, CT, KY, MA, MO, NC, RI, TX, VA, or WV, LFS will pay your personal property/excise tax bill and add the amount, which may include sales/use tax in AR, NC, and RI, to your next billing statement

**MISCELLANEOUS CHARGES**

Miscellaneous charges may consist of unpaid fees, penalties, and expenses incurred on your lease vehicle including for violation of federal, state, city and local regulations. These fees and expenses include, but are not limited to, traffic / parking tickets, taxes, title and registration fees. Please refer to your lease agreement for details.

**Update Address or Phone Number**

Your address or phone number can be updated through one of the follow ways:

- Logging on to [www.lexusfinancial.com](http://www.lexusfinancial.com)
- Speaking to one of our Customer Service Representatives at (800) 874-7050
- Completing the Change of Address form below. Please allow 1 billing cycle for the change to take place.

**CHANGE OF ADDRESS:**

Address

City

State/Zip

Home Phone

Work Phone

**CREDITING OF PAYMENTS**

Payments made will be applied first to the current Total Amount Due and then to the next monthly payment(s) due, as applicable.

**DATE/AMOUNT OF LAST TRANSACTION**

The Last Account Transaction indicates the last financial transaction we processed before this statement was generated. A financial transaction may include either the payment you sent or the processing of a deferral, a late fee waiver or payment reversal. The Date of Last Transaction indicates the last date an amount was credited to your account. This includes either a full payment made on time, or a payment applied toward late fees or miscellaneous charges, such as parking tickets or Property Tax.

**INSURANCE INFORMATION**

For insurance requirements, please refer to your lease agreement.

**LIKE-KIND EXCHANGE**

As part of a like-kind exchange program, Toyota Motor Credit Corporation ("TMCC"), doing business as Lexus Financial Services, has engaged TQI Exchange, LLC ("TQI") as a qualified intermediary. You are hereby notified that TMCC has assigned and will assign to TQI its rights (but not its obligations) in agreements to sell vehicles.

**ATTEMPT TO COLLECT A DEBT**

This communication is an attempt by LFS to collect a debt, and any information received in response to this communication will be used for that purpose.

**USE OF YOUR CREDIT REPORT**

You agree that we may request and utilize your credit report(s) at any time during the term of your contract, for the purpose of reviewing, updating, renewing, or extending credit, taking collection action or for other legitimate business purposes associated with your account referenced on the front side of this statement.

**DISPUTES ABOUT CREDIT INFORMATION WE REPORTED**

If you believe we reported incorrect or incomplete information about you to a credit bureau, write us at P.O. Box 9786, Cedar Rapids, IA 52409-9786. Identify the information and tell us why you believe it is incorrect or incomplete. If you have a copy of the credit report which shows the disputed information, please include a copy in your correspondence to us.

**DISPUTED PAYOFFS**

If you are sending a payoff amount that you intend to be payment in full but is less than the payoff amount quoted by LFS, you must mail your disputed payoff remittance to LFS at P.O. Box 9786, Cedar Rapids, IA 52409-9786.

**BANKRUPTCY**

In the event a party on the contract files for bankruptcy protection, please send your initial case notification to P.O. Box 8026, Cedar Rapids, IA 52409-8026 or call (800) 279-9032. All subsequent correspondence should be directed to Asset Protection Department, P.O. Box 2958, Torrance, CA 90509-2958.

**NOTICE TO CONSUMER ABOUT NEGATIVE CREDIT REPORTING**

Federal law requires us to advise you that we may report information about your account to the credit bureaus. Late payments, missed payments, or other defaults on your account may be reflected in your credit report. As required by law, you are hereby notified that a negative credit report reflecting on your credit report record may be submitted to a credit reporting agency if you fail to fulfill the terms on your credit obligation.

**CHECK PROCESSING**

When you provide a check as payment, you authorize us either to use information from your check to make a one-time electronic fund transfer from your account according to the terms of your check or to process the payment as a check transaction. When we use information from your check to make an electronic fund transfer, funds may be withdrawn from your account as soon as the same day we receive your payment and you will not receive your check back from your financial institution.