

# Our Whistleblower System

## AT A GLANCE



Protection



Fairness



Trust









Complying with statutory regulations and internal rules, and the principles laid down in our Code of Conduct and the Code of Conduct for Business Partners, has top priority at Volkswagen Financial Services AG. It is important to learn of potential employee or supplier misconduct and to put a stop to it. Therefore, we entrusted the Central Investigation Office to operate an independent, impartial and confidential Whistleblower System on our behalf. Based on the principle of procedural fairness, the Whistleblower System guarantees the greatest possible protection for whistleblowers, persons implicated and employees contributing to the investigation of reported misconduct.

If your report concerns potential serious violations with regards to human rights and environment by suppliers, the Investigation Office will inform the responsible departments, who will process the issue accordingly.

Find more information on the procedural principles of the Volkswagen Group Complaints Procedure [here](#).

### Making a report to our Whistleblower System

The Whistleblower System offers various channels to report potential employee and supplier misconduct that allow a swift review and reaction by our company if necessary. Reports can be made 24/7 in every language.

-  **In Person**  
Book appointment via e-mail prior to visit
-  **Voice Intake by Phone**  
0800 1818 952  
Organization code: 122322
-  **Postal address**  
Volkswagen AG – Central Investigation Office,  
Mailbox 1717, Berliner Ring 2, 38436 Wolfsburg  
(Germany)
-  **Ombudspersons**  
<http://www.ombudsmen-of-volkswagen.com>
-  **E-Mail**  
io@volkswagen.de
-  **External points of contact**  
For further information, please refer to our  
Website.
-  **Online reporting channel**  
<https://goto.speakup.report/vwfs>
-  **App**  
Organization code: 122322



### Do you have further questions?

Please direct questions or suggestions for improvement concerning the Whistleblower System to the Investigation Office.

Furthermore, our local Compliance Officer/responsible function can also be addressed in all matters of the Whistleblower System via [Compliance@vwfs.com](mailto:Compliance@vwfs.com)