

Volkswagen Financial Services

Warranty Activation

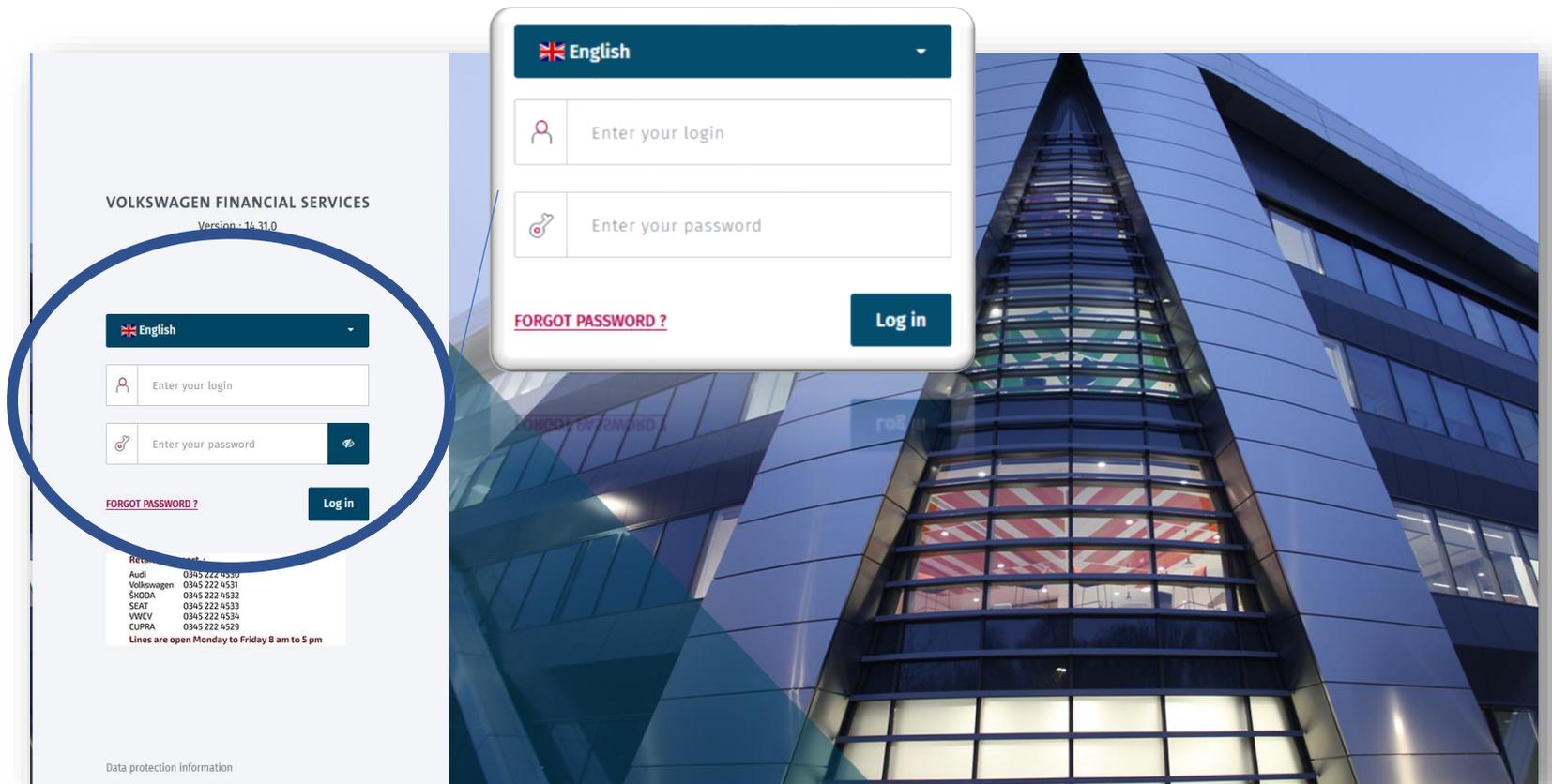
Agenda

- Access the VWFS Warranty Portal
- Information needed to activate a warranty
- Which products can be activated via this portal?
- Activation of a warranty
- Issue of documents to your customer
- FAQ's
- Contact details for the Warranty Team

Login



Access the VWFS Warranty Portal



VOLKSWAGEN FINANCIAL SERVICES
Version: 14.31.0

English

Enter your login

Enter your password

[FORGOT PASSWORD ?](#) **Log in**

Return to VFS

| | |
|------------|---------------|
| Audi | 0345 222 4320 |
| Volkswagen | 0345 222 4531 |
| SKODA | 0345 222 4532 |
| SEAT | 0345 222 4533 |
| VWCV | 0345 222 4534 |
| CLIPRA | 0345 222 4520 |

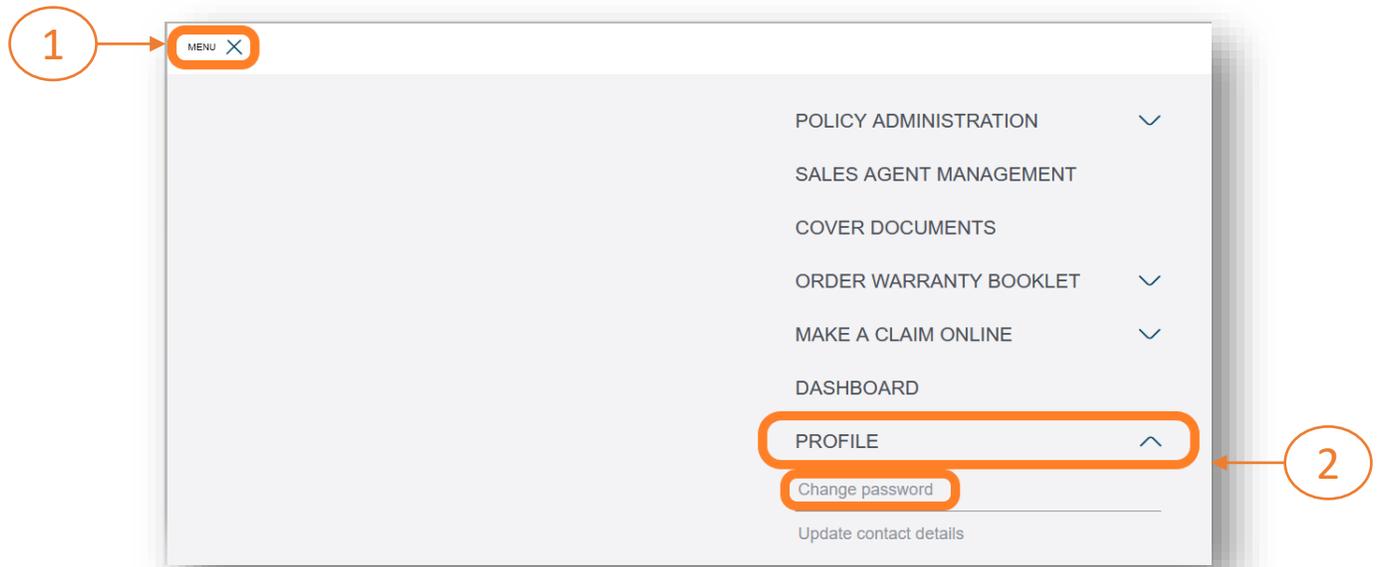
Lines are open Monday to Friday 8 am to 5 pm

Data protection information

- To access the Volkswagen Financial Services Warranty System, visit **www.vwfswarranty.co.uk**.
- Enter your user credentials
- Ensure the language is set to English, it should do this a default.

Access the VWFS Warranty Portal

Change your password



Enter the password sent to you in your welcome email, then enter a new memorable password. Press **“Confirm”** to continue.

A screenshot of the 'Change Password' form. The form is titled 'Change Password' and is located in the center of the page. It contains three input fields: 'Please enter your old password', 'Please enter your new password', and 'Please confirm your new password'. The first field is circled in orange and labeled with a circled '3'. The second and third fields are circled in orange and labeled with a circled '4'. At the bottom of the form, there is a 'Confirm' button, which is circled in orange and labeled with a circled '5'. The form is set against a light gray background. In the top left corner, there is a 'MENU' button with a hamburger icon. In the top right corner, there is a logo for 'TEST SWAGEN FINANCIAL SERVICES THE SET TO WARRANTY'.

Warranty Activation



Which products can be activated via this portal?



Approved Used Warranty

AUDI
SKODA
SEAT
Volkswagen Passenger Cars
Volkswagen Commercial Vehicles
CUPRA



MOT Standalone Protection

AUDI
Volkswagen Passenger Cars
Volkswagen Commercial Vehicles



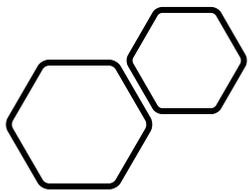
Key Protection

AUDI
CUPRA



Priority Purchase Warranty

AUDI



Full vehicle information



Date of vehicle handover



The level of cover you wish to provide



Full customer details

What do you need?

Warranty Activation Vehicle Search

Begin by entering the vehicle's registration number into the search field.

Vehicle details



Search by registration number

Enter the vehicle details manually

 GB Registration Number

Find vehicle

 GB Registration Number

Find vehicle

Then, press "Find Vehicle".

Warranty Activation Vehicle Search

The vehicle search results will be displayed
Now, complete any missing information.

| | | | | | |
|---|--|---------------------------------------|--|---|-------------------------------------|
| Brand CUPRA | Model FORMENTOR | Version TSI V1 DSG | Engine type PETROL | Category CARS (exc. Off-Road) | Engine capacity (CC) 1498 |
| Power (KW) 0 | 1st registration date 16/06/2021 | Registration Number PJ21KHL | VIN VSSZZZKMZMR012738 | Gross Weight (kg) 1980 | Drive Type 4X2 |
|  Collection date | Current mileage | | Registration Number* PJ21KHL | | |
| Vehicle use | PRIVATE | BUSINESS | | | |

| | | | | | |
|--|--|---------------------------------------|--|---|-------------------------------------|
| Brand CUPRA | Model FORMENTOR | Version TSI V1 DSG | Engine type PETROL | Category CARS (exc. Off-Road) | Engine capacity (CC) 1498 |
| Power (KW) 0 | 1st registration date 16/06/2021 | Registration Number PJ21KHL | VIN VSSZZZKMZMR012738 | Gross Weight (kg) 1980 | Drive Type 4X2 |
|  Collection date 09/11/2023 | Current mileage 21151 | | Registration Number* PJ21KHL | | |
| Vehicle use | PRIVATE | BUSINESS | | | |

When all fields are filled, press “**Next**” to continue.

[Reset](#)

[Save the vehicle](#)

Next

Warranty Activation Product Selection

A list of available products will now be displayed.

The screenshot shows a web interface for product selection. At the top, there is a header with the text "Product selection" overlaid on a background image of glasses. Below the header, the text "Your search results" is displayed with a magnifying glass icon to its right. A "Previous" button is located in the top right corner. The main content area is divided into a left sidebar and a main product list. The sidebar contains three sections: "PROGRAMS" with two checked options, "MODE OF PAYMENT" with one unchecked option, and "DURATION (MONTHS)" with one unchecked option. The main product list shows two items. The first item is "12 months Approved Used Warranty - All component Cover" with a price of £79.83 and a "Select" button. The second item is "VWG 2-3 years<=48,000m-17 months - CUPRA AU 2023" with a price of £120.09 and a "Select" button. An orange arrow points to the "Select" button of the second item.

Product selection

Your search results

← Previous

FILTRES : 2 / 2 PRODUCTS SHOWN

SORT BY Name Price

PROGRAMS

- SEAT Approved Used
- CUPRA Approved Used

MODE OF PAYMENT

- Invoice

DURATION (MONTHS)

- 5

12 months Approved Used Warranty - All component Cover

SEAT APPROVED USED

Price **£79.83**

[Select](#) >

VWG 2-3 years<=48,000m-17 months - CUPRA AU 2023

CUPRA APPROVED USED

Price **£120.09**

[Select](#) >

To select the product you wish to activate, press “**Select**”.

Warranty Activation Product Details

The details of the product are now displayed for reference. You will see the start and end date of cover.

Product details

Product VWG 2-3 years<=48,000m-17 months - CUPRA AU 2023 [← Previous](#)

Mode of payment **INVOICE** Duration (Months) **17**

Options

MOT

KEY COVER

| | Start date | End date | Price exc. VAT | Price Inc. VAT |
|--|------------|------------|----------------|----------------|
| VWG 2-3 years<=48,000m-17 months - CUPRA AU 2023 | 16/06/2024 | 08/11/2025 | £100.08 | £120.09 |
| MOT 24 months | 09/11/2023 | 08/11/2025 | Included | |
| Key cover 24 months | 09/11/2023 | 08/11/2025 | Included | |

Price exc. VAT **£100.08** Price inc. VAT **£120.09**

If cover is a top-up, the start date will be in the future.

Warranty Activation Customer Details

Customer details

| | |
|-----------------------------------|------------------------------------|
| Mr | Address 730 Birchwood Boulevard |
| First name Test | Address line 2 |
| Full name Test | Address line 3 Birchwood |
| Email address test@opteven.com | Town Warrington |
| Phone number | Post Code WA3 7QY |

[Return to address lookup](#)

Orange arrows point from a common point to the Title, First name, Full name, Email address, and Post Code fields. A red arrow points to the Address field.

Enter all the customer details into the fields provided. Fields marked with a red *, must be completed.

Note Approved Used Warranty should only be activated for residents of the UK. (England, Scotland, Wales, NI, Channel Islands, Ilse of Man. Standalone MOT Protection should not be applied to residents of the Channel Islands or The Ilse Of Man.

Customer details

| | |
|---------------|------------------------------|
| Title * | House name/number |
| First name | Post Code |
| Full name | United Kingdom |
| Email address | Find address |
| Phone number | |

[Enter address manually](#)

Warranty Activation Activate

Press “**Activate cover**”, to complete the warranty action.



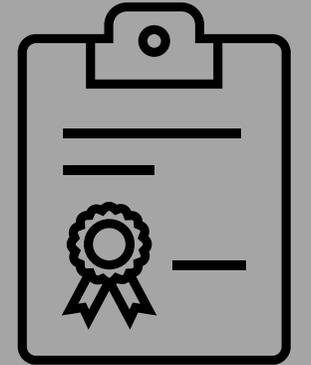
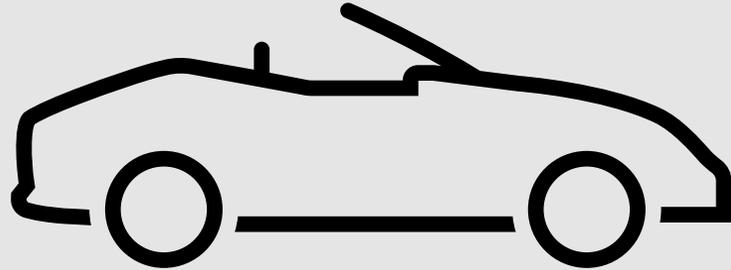
Print the Cover Booklet Print the Confirmation of Cover

| | | | |
|---|--|---|--|
| Warranty Confirmation 543000012 | Customer details MRS TEST TEST | Registration Number 212D12362 | Brand AUDI A4 A4 30 TDI 136HP S-T SE 4DR AUT |
|---|--|---|--|

Price exc. VAT **101.00 €** Price inc. VAT **101.00 €**

Now, press “**Print the confirmation of Cover**”, provide a PDF copy to the customer.

Warranty Activation – Complete



Frequently Asked Questions:



Q - Can I active a policy in advance of, or post a vehicle hand over?

A – Yes, you can activate a policy and pre-date of back-date by up to eight days. If you need to go further contact the warranty team for advice.

Q – If a vehicle hand over date changes, can I edit the policy to mirror the new date?

A – Unfortunately, you cannot edit the policy yourself, however the warranty team will be happy make changes for you.

Q – How to I request amendment or correction to a policy and what do I need?

A – Simply send an email to the warranty team and request amendment or correction. Ensure you include the warranty policy number, vehicle registration and customer's name. Be clear and concise with your request. Ensure all amendments are noted.

Q – How to I cancel a policy?

A – If you would like to cancel a policy, simply contact the warranty team by email and request policy cancellation. Ensure you include: The warranty policy number, vehicle registration number and customer's name.

Q – When will I be invoiced for policies activated?

A – You will be invoiced at the beginning of each calendar month.

Q – Is there a limit on how many policies I can activate?

A – There is no limit on the number of policies you can activate,

Q – Why does the cover offered by the Warranty system vary from vehicle to vehicle?

A – The cover offered is based upon the specific vehicle and so cover will vary. If you are sure, simply contact the warranty team for advice.

Frequently Asked Questions:



Q – Why does the cover offered by the Warranty system vary from vehicle to vehicle?

A – The cover offered is based upon the specific vehicle and so cover will vary. If you are sure, simply contact the warranty team for advice.

Q – If I make a mistake with the beneficiary information, what is the risk?

A – If you make a mistake with the beneficiary information you must notify the warranty team and request correction straight away. Any errors could lead to documents being incorrectly issued to the wrong person which is a breach of GDPR guidelines. For example, an incorrectly entered email address could lead to automated electronic documents being sent to the email address on file, thus sharing both the beneficiary and vehicle information with the recipient of the email.

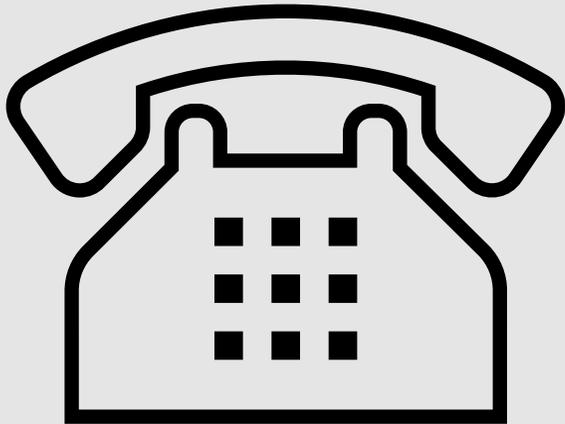
Q – If an amendment is urgent, can we call you instead?

A – All amendment requests must be submitted by email. However, under some circumstances you are welcome to follow up with a phone call. For example, where an error is noted during vehicle hand over, we are happy to make changes to prevent the customer from waiting.

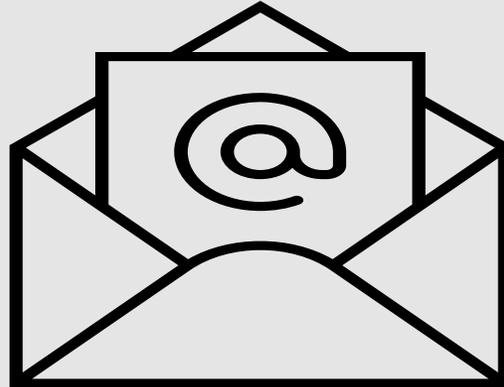
Contact Information.

Approved Used Warranty Team

Lines our open Monday to Friday between 8am & 5pm.



| | |
|-------------------|----------------------|
| Audi | 0345 222 4530 |
| Volkswagen | 0345 222 4531 |
| Skoda | 0345 222 4532 |
| SEAT | 0345 222 4533 |
| VWCV | 0345 222 4534 |
| CUPRA | 0345 222 4529 |



Technical@vwfs-audiwarranty.co.uk
Technical@vwfs-volkswagenwarranty.co.uk
Technical@vwfs-skodawarranty.co.uk
Technical@vwfs-seatwarranty.co.uk
Technical@vwfs-vwcvwarranty.co.uk
Technical@vwfs-cuprawarranty.co.uk

Retailer Support:

- Policy & Claim Assistance: Technical@vwfs-audiwarranty.co.uk
- Technical@vwfs-volkswagenwarranty.co.uk
- Technical@vwfs-skodawarranty.co.uk
- Technical@vwfs-seatwarranty.co.uk
- Technical@vwfs-vwcvwarranty.co.uk
- Technical@vwfs-cuprawarranty.co.uk

Accounts:

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