

## Customer Journey | Buyback/Trade-In/Early Lease **Termination Option**

If you are a Class Member who owns or leases a vehicle that is eligible for the Volkswagen/Audi/Porsche Emissions Settlement, you have the option to sell your vehicle back to the Company or terminate your lease without an early termination penalty. Below is a high-level overview of that process.

You may also choose to wait and learn more about an emissions modification (if approved for your vehicle) before selecting an option.

For complete details, please visit VWCourtSettlement.com.



Customer



**Customer Support and** Administrative Team



Claims Supervisor



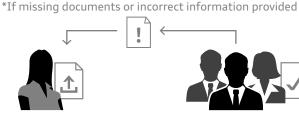
Specialist



Customer navigates to the claims portal, enters VIN, mileage and financing details



Customer saves progress to make their decision later, or selects buyback, trade-in, or early lease termination option



Customer uploads required documents



Documents reviewed



Bank interaction for loan payoff



Independent Claims Supervisor reviews documentation and approves payment offer



Customer reviews offer, signs and returns documents



Customer schedules buyback, trade-in, or early lease termination closing online



Customer brings vehicle and documentation to dealership for closing with Settlement Specialist

Customer support via phone/web chat and visual digital status tracker available throughout process

## Customers may wait for an approved emissions modification before making a buyback/modification decision.

This material is proprietary and confidential and was created for training and demonstrative purposes only. It reflects the best information available to VWGoA at this time, and the process described is subject to court approval. Any reference to an emissions modification is expressly contingent upon, and deemed void without, all required regulatory approvals. The material is preliminary, and contains only VWGoA's current expectations about the process.