



Frequently Asked Questions for TD Auto Finance Customers

1. What is the change that was announced?

As you may know, TD Bank Group (TD) has completed its acquisition of Chrysler Financial (CF), becoming one of the top bank-owned auto finance companies in North America. This acquisition demonstrates our commitment to the auto finance industry. As part of this exciting expansion, TD Financing Services ("TD Financing Services Inc.") will change its name to TD Auto Finance ("TD Auto Finance (Canada) Inc."). One thing that will not change is our same great service, experience and our commitment to you, our customers.

As a result of this name change, on or after January 9, 2012, you will start to see our new name, TD Auto Finance, on materials we send to you and on our websites.

2. I received a document that referred to TD Financing Services not TD Auto Finance, your new name. What should I do with this?

We are working hard to ensure all of our documents and communications display and refer to TD Auto Finance as of January 9, 2012. However, you may still see some materials from TD Financing Services in the short term, as we complete the transition to our new name, TD Auto Finance. We apologize for any confusion this may cause.

Please continue to make your payments and ensure these payments are now made payable to TD Auto Finance (Canada) Inc.

3. Will I continue to receive the same level of service from TD Auto Finance (TD Auto Finance (Canada) Inc.), formerly TD Financing Services?

Yes. There will be no disruption of service and TD Auto Finance will continue to provide you with the same high level of service you have come to expect. TD Bank Group is committed to providing superior customer service and first-rate consumer financing products.

4. Does this announcement affect my current finance contract or agreement?

No. The announcement is just to make you aware of our new name and URLs; it has no impact to the existing terms of your agreements with TD. The terms of your contract remain in full effect, and you should continue to make your regularly scheduled payments.

5. What happens to my current automatic monthly payments for my Car, Boat, Motorcycle, ATV or RV?

Your Pre-Authorized Payments will continue. There is no action required on your part for these payments. Please note these payments will now appear as being debited by TD Auto Finance (Canada) Inc., and appear as TD Auto Finance (Canada) Inc. on your bank account statement or passbook beside the withdrawal for your payment.

6. Does this announcement affect my Car, Boat, Motorcycle, ATV or RV payments?

Yes. If you are using online banking, telephone or in-branch payments for your monthly payments or for making lump sum payments, the process for making these payments has not changed but the payment choices have changed. Please ensure you choose TD Auto Finance (Canada) Inc. from the drop-down menu. Choosing any other TD company will delay these payments.

7. Is there anything I need to do?

Yes. You must advise your insurance provider of this name change so that they can update their records. Your insurance broker or company must provide us with an updated policy document showing TD Auto Finance (Canada) Inc. as the Lien Holder.

8. Can I pay off my vehicle now?

Yes. Please confirm your payout amount by calling our Customer Service department at **1-866-694-4392**.

9. Has your website address changed?

Yes. The website address has changed to www.tdautofinance.ca to reflect our new name. The current web address will redirect for a short time, so be sure to bookmark the new address. Login information will remain the same as today. Please note: We will keep you informed of updates and changes through our website.

10. Is my dealer changing?

There are no changes to your dealer; you can continue to use the same dealer you use today.

11. I am a TD Canada Trust customer. Can I continue to make my payments through TD Canada Trust EasyWeb?

Yes. Existing EasyWeb customers can continue to make their online payments but the payment choices have changed. Please ensure you choose TD Auto Finance (Canada) Inc. from the drop-down menu to make your payment. Choosing any other TD company will delay these payments.

12. Can I make TD Auto Finance payments for my vehicle(s) at a TD Canada Trust branch?

Yes. You can continue to make your payments at any TD Canada Trust branch; however, the payment choices have changed. Please ensure the branch staff choose TD Auto Finance (Canada) Inc. from the drop-down menu for your payment. Choosing any other TD company will delay these payments.

13. When will I begin receiving communications from TD Auto Finance?

You will begin to see communications from TD Auto Finance and TD Auto Finance (Canada) Inc. on or after January 9, 2012; for more information, go to www.tdautofinance.ca

14. I received an email that looked like it was from TD Bank Group (TD) or TD Auto Finance that asks me to provide information about my loan. Is this real?

No. TD will not send you any emails or call you to ask for personal or account information at any time. Do not follow any links in such emails or provide any personal or account information to anyone.

15. What if I have a question that is not covered in this FAQ?

If you have a question about your current finance contract or agreement with TD Auto Finance, please call our Customer Service department at **1-866-694-4392**.