



## Frequently Asked Questions for TD Financing Services Auto Dealers

**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 dealers.

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.

There will be no delay in the services or processing of your requests if you submit any documentation to us in the TD Finance Services name.

**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 dealer services and first-rate financing products. Providing dealers and customers with unparalleled convenience and legendary service is central to the TD brand promise.

**4. Does this announcement affect my current Auto, Recreational Vehicle, Leisure Vehicle or Marine contract or agreement?**

No. The announcement is just to make you aware of our new name and URLs; it has no impact on the existing terms of your agreements with TD. The terms of your contract remain in full effect and your contacts remain the same.

**5. Are there any other policy changes that I need to be aware of?**

No. There are no changes at this time.

**6. Is there any impact on my day-to-day business with TD Auto Finance (formerly TD Financing Services)?**

No. You can continue to process applications to TD Auto Finance through *RouteOne* and *DealerTrack*. Our contact numbers remain the same and email addresses will be updated to reflect the new name. We will continue to keep you informed of our enhancements and changes through faxed updates, *RouteOne* and *DealerTrack*.

**7. How will TD Auto Finance communicate with dealers?**

We will continue to provide relevant information to you as necessary, utilizing *RouteOne* and *DealerTrack* as appropriate.

**8. To whom should dealers direct their questions?**

Dealers should direct all questions to their local Area Manager or call us at **1-888-489-8337**.