

## COVID-19 EMERGENCY RESPONSE

### OTHER COMMUNITY PROGRAMS

The following opportunity, in response to the COVID-19 pandemic, is being brought to your attention.

<b>Program Name:</b>	Various Canadian Auto Manufacturers Financial Assistance	
<b>Who Can Apply:</b>	Customers of Various Canadian Auto Manufacturers	
<b>When Can I Apply:</b>	Open:	Currently Open
	Close:	TBD
<b>How Do I Apply:</b>	In Person:	See below chart for applicable contact info
	Mail:	
	Phone:	
	Online:	
<b>Program Website:</b>	See below chart for applicable info	
<b>Funding Type:</b>	Financial Assistance including payment deferral, lease extension, etc.	
<b>Funding Available:</b>	Determined on a case by case basis	
<b>Description:</b>	Providing applicable financial assistance or support to relieve financial stress during this time	
<b>Special Conditions:</b>	See below chart for applicable contact information. If the car manufacturer you deal with isn't listed below please don't hesitate to reach out to them to discuss possible options for temporary relief	

Name	Program Website	Phone:	Online and Email	Notes

BMW Canada	<a href="https://www.bmw.ca/en/fastlane/Contact-Us.html">https://www.bmw.ca/en/fastlane/Contact-Us.html</a>	Customer Service: 1-800-567-2691  BMW Financial Services Customer Service: 1-800-3000-BMW	Visit the My BMW Account site to manage your account: <a href="https://securelogin.bmw.ca/login?language=en%20">https://securelogin.bmw.ca/login?language=en%20</a> or email <a href="mailto:customer.service@bmw.ca">customer.service@bmw.ca</a>	
Ford Canada	<a href="https://www.ford.ca/finance">https://www.ford.ca/finance</a>	Contact: 1-877-636-7346 or for the hearing impaired: Please use 1-888-767-5996	Access your Account Manager: <a href="https://credit.ford.ca/globalLibertyWAR/restServlet/global/loginService/amo/fcca/CA/en">https://credit.ford.ca/globalLibertyWAR/restServlet/global/loginService/amo/fcca/CA/en</a>	Existing customers who purchased their vehicles under Ford Credit are encouraged to discuss options with Ford Credit
General Motors (GM) Canada	<a href="https://www.gm.ca/en/coronavirus/customers.html">https://www.gm.ca/en/coronavirus/customers.html</a>	GM Financial customers in need of assistance can contact the GM Financial Customer Experience team 1-800-465-4591	GM Financial customers in need of assistance can contact the GM Financial Customer Experience team, email <a href="mailto:cservice@gmfinancial.com">cservice@gmfinancial.com</a>	GM Financial stands ready to help their customers during this difficult time who are in need of assistance.
Honda Canada	<a href="https://www.honda.ca/canada.ca/home">https://www.honda.ca/canada.ca/home</a>	Contact: 1-800-387-5399	For assistance, email <a href="mailto:cs@honda.ca">cs@honda.ca</a>	
Hyundai (Existing Customers with Vehicle Loans)	<a href="https://www.hyundai.ca/en/here-for-you">https://www.hyundai.ca/en/here-for-you</a>	Contact your respective loan provider directly to discuss your situation. Royal Bank: 1-800-769-2511 Scotiabank: 1-800-472-6842 TD Auto Finance 1-866-694-4392		Hyundai's banking partners are available to help and will do everything possible to assist you.

Existing Infiniti Canada Customers	<a href="https://www.infiniti.ca/coronavirus-covid-19.html">https://www.infiniti.ca/coronavirus-covid-19.html</a>	Customer Care Centre is open from 9:00 a.m. to 6:30 p.m. (EST) 1-800-361-4792	Email at: ifscustomer.service@infiniticanada.com  Include your full name, vehicle identification number (VIN) and preferred contact method	NFINITI Financial Services (IFS) may offer payment arrangements for our current owners impacted by the ongoing COVID-19 situation. If you are in need of financial support, please reach out to INFINITI Financial Services by email
Existing Kia Motors Canada Lease Customers	<a href="https://www.kia.ca/covid19?sourceid=hp-ribbon">https://www.kia.ca/covid19?sourceid=hp-ribbon</a>	1-866-250-3151	Email at: payment@kiafinancing.ca OR at: service@kiafinancing.ca  Can contact Kia Finance by accessing your account through Kia Motors Finance <a href="https://www.kia.ca/kia/motorsfinance?sourceid=covid">https://www.kia.ca/kia/motorsfinance?sourceid=covid</a>	
Existing Kia Motors Canada Customers	<a href="https://www.kia.ca/covid19?sourceid=hp-ribbon">https://www.kia.ca/covid19?sourceid=hp-ribbon</a>	General inquiries from 8:30 to 18:30 EST 1-877-542-2886 email us at consumer@kia.ca	Use web services 24/7 <a href="https://newcontact.kia.ca/home">https://newcontact.kia.ca/home</a>	If you find yourself in need of assistance, we encourage you to reach out to the financial institution for your particular contract to explore what options may be available to you
Lexus Canada - Existing Customers	<a href="https://www.lexus.ca/lexus/en/moving-as-one">https://www.lexus.ca/lexus/en/moving-as-one</a>	Guests can request payment relief by calling the Lexus Financial Services Guest centre at 1-800-265-3987	If you require account information or would like to make changes, you can log into the Lexus Guest Portal: <a href="https://portal.lexusfinancial.ca/login">https://portal.lexusfinancial.ca/login</a>	Lexus Financial Services is here to support you through these exceptional circumstances offering payment relief to Guests on a case-by-case basis. Financial Services will identify options if applicable. Customers can access the Lexus Guest Portal.
Existing Mazda Canada Customers	<a href="https://www.mazda.ca/en/inside-mazda/COVID-19/">https://www.mazda.ca/en/inside-mazda/COVID-19/</a>	For questions or concerns about your finance payments, contact Scotiabank at 1-800-4SCOTIA	Mazda lease, contact Mazda Financial Services via email: clientrelations@cdlsi.com	For existing lease customers whose lease is coming due but aren't in a position to replace their vehicle at this time, we are providing some lease extensions.

		For questions regarding your Mazda lease, contact Mazda Financial Services at 1-888-703-8857		
Existing Mitsubishi Motors Canada Customrs	<a href="https://www.mitsubishi-motors.ca/en/newsroom/special-note-covid-19-canada/">https://www.mitsubishi-motors.ca/en/newsroom/special-note-covid-19-canada/</a>	Contact Mitsubishi Motors Financial Services (MMFS) customer service representative for details at: 1-877-739-9837	Email Mitsubishi Motors Financial Services (MMFS) customer service representative for details at <a href="mailto:customerservice@mmfs.ca">customerservice@mmfs.ca</a> OR (French) <a href="mailto:servicealaclientele@mfs.ca">servicealaclientele@mfs.ca</a>	Mitsubishi Motors Financial Services is implementing a plan to ease financial stress with options to reschedule payments up to 90 days and deferring payments on new vehicle purchases. Options are available on case by case basis
Existing Subaru Canada Customers	<a href="https://www.subaru.ca/WebPage.aspx?WebSiteID=282&amp;WebPageID=23209">https://www.subaru.ca/WebPage.aspx?WebSiteID=282&amp;WebPageID=23209</a>	Contact Subaru Financial Services at: 1-800-894-4212 (8:30 am to 4:30 pm EST)	Customers can request payment relief by logging into the Subaru Customer Portal: <a href="https://portal.subarufinancial.ca/login">https://portal.subarufinancial.ca/login</a>	Subaru Canada is offering financial relief to their customers who are leasing or financing their vehicle through Subaru Financial Services
Existing Toyota Canada Customers	<a href="https://www.toyota.ca/toyota/en/movingasone">https://www.toyota.ca/toyota/en/movingasone</a>	Contact Toyota Financial Services customer service centre at 1-800-661-3062	If you require other account information, you can log into the Toyota Customer Portal: <a href="https://portal.toyotafinancial.ca/login">https://portal.toyotafinancial.ca/login</a>	Toyota Financial Services is offering payment relief to customers on a case-by-case basis. Customers can request payment relief by contacting Toyota Financial Services customer service
Existing Volkswagen Canada Customers	<a href="https://www.vw.ca/en.html">https://www.vw.ca/en.html</a>	Contact Volkswagen Finance at: 1-800-668-8224	To request to defer your Lease or Finance payment, please email to: <a href="mailto:info@vwfinance.ca">info@vwfinance.ca</a> include your name and VIN.	

**DISCLAIMER:** Please be aware that the City of Windsor is providing summary information only and strongly recommends you review the specifics of these programs by clicking on the Program Website links provided. The situation with COVID-19 is evolving and details related to this opportunity are subject to change. The City of Windsor takes no responsibility for omissions or inaccurate information that could be included on this template. Please refer to the link provided in the Program Website section for the most current and complete information.