

# Volkswagen Group: Speak up via phone

You can leave us a voice message by phone 24 hours a day, 7 days a week.

1. Select a phone number from the following list for your country or region
2. Have the organizational code "**122237**" ready

After entering the telephone number and the organizational code, a report can be given as a voice recording via Voice Intake. Only a written transcript will be received by the Investigation Office. Dial back in to listen to the reply or further questions by our team.

| <u>Country</u>                  | <u>Phone instructions</u>                                |
|---------------------------------|----------------------------------------------------------|
| Albania                         | Number: +355 4 530 1801 Call charged at local rate       |
| Algeria                         | Number: +213 983 29 93 38<br>Call charged at local rate  |
| Angola                          | Number: +244 226 425 610<br>Call charged at local rate   |
| Anguilla                        | Freephone: 1833 422 2005                                 |
| Antigua and Barbuda             | Freephone: 1833 422 2006                                 |
| Argentina                       | Number: +54 11 2039 7280<br>Call charged at local rate   |
| Australia                       | Number: +61 2 8284 6262 Call charged at local rate       |
| Austria                         | Freephone: 0800 909 683                                  |
| Bahamas                         | Freephone: 1833 422 2007                                 |
| Bahrain                         | Number: +973 1650 1936                                   |
| Bangladesh                      | Freephone: +880 (0) 9610 998462                          |
| Barbados                        | Number: +1 (246) 623 9631<br>Call charged at local rate  |
| Belarus                         | Freephone: 8 820 0491 0089                               |
| Belgium                         | Freephone: 0800 89 326                                   |
| Belize                          | Freephone: 1800 0130 076                                 |
| Benin                           | Number: +229 20 90 0380 Call charged at local rate       |
| Bermuda                         | Freephone: 1833 422 2008                                 |
| Bhutan                          | Freephone: +975 2 379 003                                |
| Bolivia, Plurinational State of | Freephone: 800 105 122                                   |
| Bosnia and Herzegovina          | Number: +387 70 330 093 Call charged at local rate       |
| Botswana                        | Freephone: 800 786 1103                                  |
| Brazil                          | Number: +55 (11) 4700 8838<br>Call charged at local rate |
| Brunei Darussalam               | Freephone: 801 4657                                      |

| <b><u>Country</u></b> | <b><u>Phone instructions</u></b>                                                              |
|-----------------------|-----------------------------------------------------------------------------------------------|
| Bulgaria              | Freephone: 800 210 0645                                                                       |
| Burkina Faso          | Number: +226 25 30 09 82 Call charged at local rate                                           |
| Cambodia              | Freephone: 1800 209 867                                                                       |
| Cameroon              | Freephone: +237 6 57 10 31 12                                                                 |
| Canada                | Number: +1 (514) 395 0496<br>Call charged at local rate                                       |
| Cayman Islands        | Number: +1 (345) 769 5580<br>Call charged at local rate                                       |
| Chile                 | Number: +56 22 483 5917 Call charged at local rate                                            |
| China                 | Country wide number with no supplier restriction:<br>400 120 1842 Call charged at local rate. |
| China                 | Freephone (Via China United Network):<br>1080 0852 2221                                       |
| China                 | Freephone (via China Telecom): 1080 0152 3042                                                 |
| Colombia              | Number: +57 601 242 1247<br>Call charged at local rate                                        |
| Costa Rica            | Number: +506 4036 0350 Call charged at local rate                                             |
| Côte d'Ivoire         | Freephone: +225 05 66 77 0918                                                                 |
| Croatia               | Freephone: 0800 7745                                                                          |
| Cyprus                | Freephone: 800 91142                                                                          |
| Czechia               | Freephone: 800 050 833                                                                        |
| Denmark               | Number: +45 43 31 09 61 Call charged at local rate                                            |
| Dominica              | Freephone: 1833 422 1998                                                                      |
| Dominican Republic    | Number: +1 (829) 947 1996<br>Call charged at local rate                                       |
| Ecuador               | Freephone: 1800 001 432                                                                       |
| Egypt                 | Freephone: 0800 000 0083                                                                      |
| El Salvador           | Number: +503 2230 4752 Call charged at local rate                                             |
| Estonia               | Number: +372 609 3008 Call charged at local rate                                              |
| Ethiopia              | Freephone: 800 86 1919                                                                        |
| Fiji                  | Freephone: 008 002 650                                                                        |
| Finland               | Freephone: 0800 392 912                                                                       |
| France                | Freephone: 080 554 3753                                                                       |
| French Guiana         | Freephone: 0800 99 1448                                                                       |
| French Polynesia      | Freephone: 0800 91 4886                                                                       |
| Georgia               | Freephone: 1800 008 013                                                                       |
| Germany               | Freephone: 0800 1818 952                                                                      |
| Ghana                 | Number: +233 59 699 3553<br>Call charged at local rate                                        |
| Greece                | Freephone: 0080 0441 45924<br>Can only be connected by Cosmote mobile and OTE<br>landline     |
| Grenada               | Number: +1 (473) 230 0333                                                                     |

| <u>Country</u>           | <u>Phone instructions</u>                                                   |
|--------------------------|-----------------------------------------------------------------------------|
|                          | Call charged at local rate                                                  |
| Guam                     | Freephone: 1833 809 6777                                                    |
| Guatemala                | Number: +502 2302 8459 Call charged at local rate                           |
| Honduras                 | Freephone: 800 2791 6139                                                    |
| Hong Kong                | Number: +852 3019 4193 Call charged at local rate                           |
| Hungary                  | Freephone: 06 809 845 89                                                    |
| Iceland                  | Number: +354 415 0349 Call charged at local rate                            |
| India                    | Freephone: 0008 0005 03159                                                  |
| Indonesia                | Number: +62 21 8063 0074<br>Call charged at local rate                      |
| Ireland                  | Freephone: 1800 800 636                                                     |
| Israel                   | Number: +972 3374 1225 Call charged at local rate                           |
| Italy                    | Freephone: 800 147 694                                                      |
| Jamaica                  | Number: +1 (876) 677 9125<br>Call charged at local rate                     |
| Japan                    | Number: +81 3 6627 0734 Call charged at local rate                          |
| Jordan                   | Freephone: 0800 23801 No mobile access                                      |
| Kazakhstan               | Number: (+7) 877 2735 74582<br>Call charged at local rate; No mobile access |
| Kenya                    | Number: +254 20 765 0957<br>Call charged at local rate                      |
| Korea, the Republic of   | Number: +82 2 3700 5146 Call charged at local rate                          |
| Kuwait                   | Freephone: +965 2205 5730                                                   |
| Latvia                   | Freephone: 800 05929                                                        |
| Lebanon                  | Freephone: first dial 01-426-801 and then<br>833 816 0913                   |
| Lithuania                | Freephone: 8800 30366                                                       |
| Luxembourg               | Number: +352 342 080 8982<br>Call charged at local rate                     |
| Malaysia                 | Number: +60 3 7724 3136 Call charged at local rate                          |
| Malta                    | Freephone: 8006 5144                                                        |
| Martinique               | Freephone: 0800 90 1651                                                     |
| Mauritius                | Number: +230 5 297 0999 Call charged at local rate                          |
| Mexico                   | Number: +52 55 4780 6198<br>Call charged at local rate                      |
| Moldova, the Republic of | Freephone: 080 060 016                                                      |
| Morocco                  | Number: +212 5 30 14 41 08<br>Call charged at local rate                    |
| Myanmar                  | Freephone: 0800 800 8062                                                    |
| Namibia                  | Freephone: +264 83 380 0103                                                 |
| Nepal                    | Freephone: 1800 001 0186                                                    |
| Netherlands              | Number: +31 10 700 75 03 Call charged at local rate                         |
| New Zealand              | Number: +64 9 913 5892 Call charged at local rate                           |

| <b>Country</b>                   | <b>Phone instructions</b>                                                  |
|----------------------------------|----------------------------------------------------------------------------|
| Nicaragua                        | Number: +505 7513 7610 Call charged at local rate                          |
| Nigeria                          | Freephone: 070 8060 1221                                                   |
| North Macedonia                  | Number: +389 2551 3216 Call charged at local rate                          |
| Norway                           | Number: +47 24 14 06 01 Call charged at local rate                         |
| Oman                             | Freephone: 8007 4161                                                       |
| Pakistan                         | Freephone: 0080 0900 44437                                                 |
| Panama                           | Number: +507 308 4480 Call charged at local rate                           |
| Papua New Guinea                 | Freephone: 0008 61322                                                      |
| Paraguay                         | Freephone: 0098 0044 10266 No mobile access                                |
| Peru                             | Freephone: 0800 74535                                                      |
| Philippines                      | Freephone: 1800 8394 8474<br>Can only be connected by Globe Telecom device |
| Poland                           | Freephone: 800012953                                                       |
| Portugal                         | Freephone: 800 831 302                                                     |
| Puerto Rico                      | Number: +1 (787) 200 7305<br>Call charged at local rate                    |
| Qatar                            | Freephone: 00800 101 094                                                   |
| Réunion                          | Freephone: 1800 916 980                                                    |
| Romania                          | Freephone: 0800 400 653                                                    |
| Russian Federation               | Freephone: 8 (800) 100 69 94                                               |
| Saudi Arabia                     | Freephone: 800 850 1433                                                    |
| Serbia                           | Number: +381 10 520 043 Call charged at local rate                         |
| Seychelles                       | Freephone: 800 131                                                         |
| Singapore                        | Number: +65 6403 7051 Call charged at local rate                           |
| Slovakia                         | Freephone: 0800 113 418                                                    |
| Slovenia                         | Freephone: 0800 83115                                                      |
| South Africa                     | Number: +27 (21) 427 7937<br>Call charged at local rate                    |
| Spain                            | Number: +34 900 031 156 Call charged at local rate                         |
| Sri Lanka                        | Number: +94 (72) 091 0370<br>Call charged at local rate                    |
| Sudan                            | Freephone: +249 15 655 9883                                                |
| Suriname                         | Freephone: 833 816 0919                                                    |
| Sweden                           | Freephone: 020 160 4703                                                    |
| Switzerland                      | Freephone: 080 000 5691                                                    |
| Taiwan, Province of China        | Number: +886 2 7743 8912<br>Call charged at local rate                     |
| Tanzania, the United Republic of | Freephone: 0800 11 1020                                                    |
| Thailand                         | Number: +66 2 844 9693 Call charged at local rate                          |
| Trinidad and Tobago              | Number: +1 (868) 224 1869<br>Call charged at local rate                    |
| Tunisia                          | Number: +216 31 300 338 Call charged at local rate                         |

| <u>Country</u>                    | <u>Phone instructions</u>                               |
|-----------------------------------|---------------------------------------------------------|
| Turkey                            | Freephone: 0080 04488 28602                             |
| Turks and Caicos Islands          | Freephone: 1833 462 1355                                |
| Uganda                            | Number: +256 41 423 8162<br>Call charged at local rate  |
| Ukraine                           | Freephone: 0800 801 205                                 |
| United Arab Emirates              | Freephone: 800 0444 0408                                |
| United Kingdom                    | Freephone: 080 0022 4118                                |
| United States of America          | Number: +1 (669) 288 7154<br>Call charged at local rate |
| Uruguay                           | Freephone: 0004 1598 5762                               |
| Venezuela, Bolivarian Republic of | Number: +58 212 335 7722<br>Call charged at local rate  |
| Viet Nam                          | Number: +84 1900 3271 Call charged at local rate        |
| Virgin Islands (British)          | Freephone: 1833 462 1356                                |
| Virgin Islands (U.S.)             | Freephone: 1833 724 6398                                |
| Zimbabwe                          | Freephone: +263 867 742 2010                            |