

CP2423 – Multi Factor Authentication (MFA) -

Registration & Login (Android)

For Document Navigation:
Click the “View” menu above
Show “Navigation Pane” menu option

REVISION HISTORY

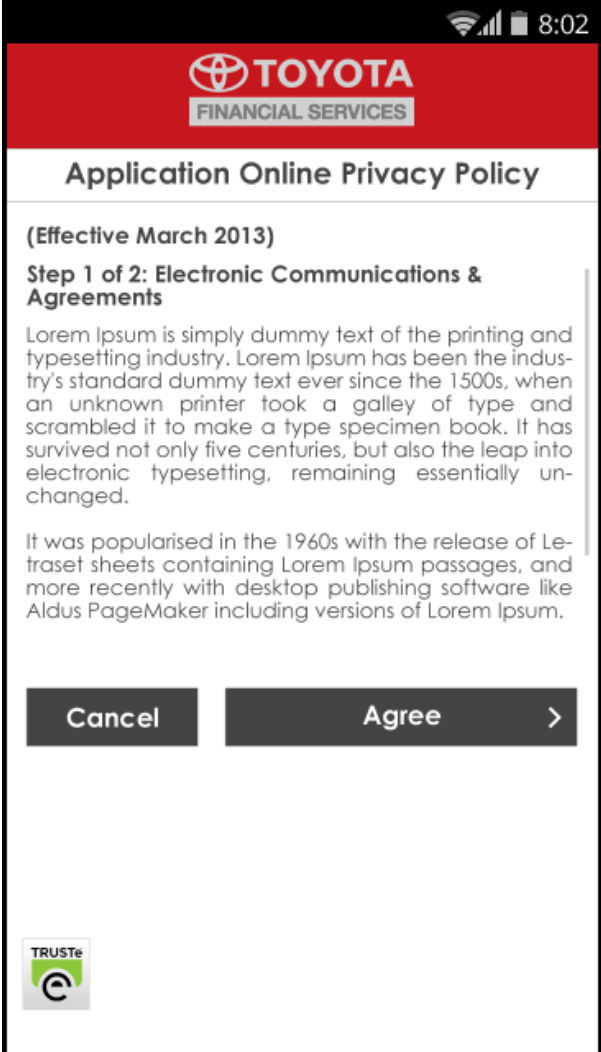
Version	Date	Name	Details
1.0	5/18/2017	Shawn	Copy deck draft
2.0	5/19/17	Shawn	Minor Edits
3.0	5/22/17	Shawn	Remove Registration mini login
4.0	6/2/17	Shawn	Update with Anna's changes, , highlight copy changes and add numbers
5.0	6/12/17	Shawn	Update per changes from James and MFS Mobile Web copy deck
6.0	6/14/17	Shawn	Update with requested changes from James – remove CSC phone verbiage from all mini reg pages; edit verbiage on “Maxed Out” modals on pages 13
7.0	6/16/17	Shawn	Per Anna, cross-reference any changes to mobile web copy deck
8.0	6/16/17/	Shawn	Additional minor changes
9.0	6/16/17	Shawn	Per James, changes to phone verbiage, dropdown; remove “optional”
10.0	7/13/17	Shawn	Updated with Legal's changes; updated phone verbiage per Anna
11.0	7/18/17	Shawn	Updated per Marketing and Legal feedback
12.0	7/25/17	Shawn	Per Anna, updates for consistency
13.0	7/27/17	Shawn	Updated and finalize per Karin's feedback
14.0	8/1/17	Shawn	Revised “Phone Verification Entries Exceeded” (p. 19) per Anna and Karin
15.0	8/2/17	Shawn	Revised “Phone Verification Entries Exceeded” (p. 19) per Karin
APPROVED	8/3/17	Shawn	Updated page 19 & 21
091517	9/15/17	Shawn	Defects updated on pages 8, 9, 14, 15, 21, 29, 30, 32, 33
091817	9/18/17	Shawn	Defects updated on page 7
092118 v.17	9/21/17	Shawn	Defects updated – page 21; page 27 new model added
092217 v.18	9/22/17	Shawn	Defect #623/624/625/627/628 addressed on page 31
092517 v. 19	9/25/17	Shawn	Defect #956/941 addressed on page 34
092617 v.20	9/26/17	Shawn	Corrected character count to 6-20 for username – page 6
092617 v.21	9/26/17	Shawn	Updated verbiage on page 26; delete links from pages 34, 35
092717 v.22	9/27/17	Shawn	Defect #956 fixed (pages, 34, 35)

Legend

Yellow highlighted copy = new copy

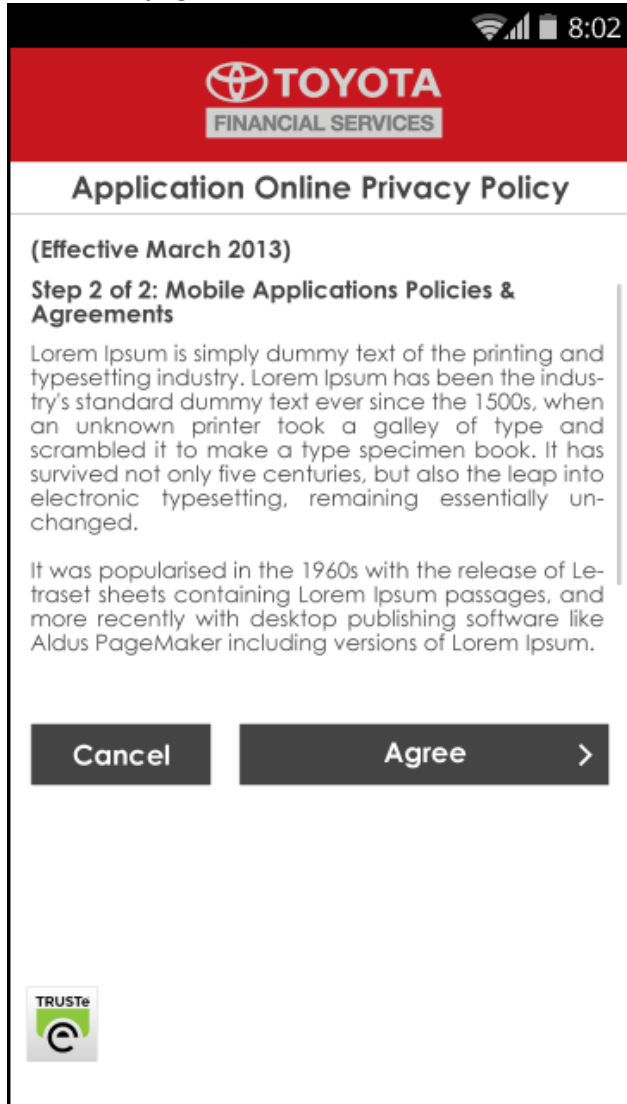
Grayed out copy = copy that appears when info bubble is opened

1.0 REGISTRATION – ORGANIC

Page	mApp Prototype Pages	TFS Proposed Content	LFS Proposed Content
1.1	<p>Registration EBA OC/TC page 1</p> 	<p>Center Nav: [Toyota Financial Services Logo]</p> <p>Mobile Device Application Consent to Electronic Communications and Agreements (Effective November 2014)</p> <p>Step 1 of 2: Electronic Communications and Agreements</p> <p>Placeholder text</p> <p>Button ["Cancel"] Button ["Agree"]</p>	<p>Center Nav: [Lexus Financial Services Logo]</p> <p>Agreements (Effective March 2013)</p> <p>Step 1 of 2: Electronic Communications and Agreements</p> <p>Placeholder text</p> <p>Button ["Cancel"] Button ["Agree"]</p>

1.2

Registration EBA OC/TC page 2



Center Nav: [Toyota Financial Services Logo]

Mobile Device Application Policies and Agreements
(Effective November 2014)

Step 2 of 2: Mobile Device Application Policies and Agreements

Placeholder text

Button ["Cancel"]
Button ["Agree"]

Center Nav: [Lexus Financial Services Logo]

Agreements
(Effective March 2013)

Step 2 of 2: Mobile Application Policies and Agreements

Placeholder text

Button ["Cancel"]
Button ["Agree"]

1.3

Account Information

[arrow]
Center Nav: [Toyota Financial Services Logo]

1 Registration
Account Information

2 Scan Bill for Name & Account Number
[icon] Scan My Bill (arrow)

3 Account Type
[drop down field]

4 Role on Account
[drop down field]

First Name
[text box]

Last Name
[text box]

5 Account Number
[info bubble]
You can find your account number on your billing statement. Please do not include any special characters such as %, - or spaces
[text box]

6 Last 4 Digits of your SSN / Tax ID
[text box]

Button [Continue]

[arrow]
Center Nav: [Lexus Financial Services Logo]

1 Registration
Account Information

2 Scan Bill for Name & Account Number
[icon] Scan My Bill (arrow)

3 Account Type
[drop down field]

4 Role on Account
[drop down field]

First Name
[text box]

Last Name
[text box]

5 Account Number
[info bubble]
You can find your account number on your billing statement. Please do not include any special characters such as %, - or spaces
[text box]

6 Last 4 Digits of your SSN / Tax ID
[text box]

Button [Continue]

1.4

Registration – Create Profile

The screenshot shows a mobile app registration screen for Toyota Financial Services. At the top, there is a red header with the Toyota logo and 'FINANCIAL SERVICES' text. Below the header, the form contains several input fields: 'Username', 'Password', 'Confirm Password', 'Account Management Email', and 'Confirm Account Management Email'. Each field is accompanied by a green numbered callout box (1-5). Below the email fields, there is a checkbox for 'Receive Marketing Offers (Optional)' with an associated info bubble (6). At the bottom, there are two buttons: 'Continue' and 'Cancel' (7). The TRUSTe logo is visible in the bottom left corner.

[arrow]
Center Nav: [Toyota Financial Services Logo]

1 Registration
Profile Information

Username

2 [info bubble]
Please create a unique username that is 6 to 20 characters in length. It must be alphanumeric, include no spaces or be an email address.
[text box]

3 Password
Password is case sensitive
[eye icon] Show/Hide
[text box]

4 Confirm Password
[eye icon] Show/Hide
[text box]

5 Account Management Email
[info bubble]
This email address is our primary point of contact with you related to your TFS account. If you enroll in Pay Online, you will receive all Pay Online correspondence at this email address.

Confirm Account Management Email
[text box]

6 [checkbox] Receive Marketing Offers (Optional)
[info bubble] In the future, you may receive marketing email communications. This may include product news and information, updates on model launches and invitations to exclusive events.

7 Button [Cancel]
Button [Continue]

[arrow]
Center Nav: [Lexus Financial Services Logo]

1 Registration
Profile Information

Username

2 [info bubble]
Please create a unique username that is 6 to 20 characters in length. It must be alphanumeric, include no spaces or be an email address.
[text box]

3 Password
Password is case sensitive
[eye icon] Show/Hide
[text box]

4 Confirm Password
[eye icon] Show/Hide
[text box]

5 Account Management Email
[info bubble]
This email address is our primary point of contact with you related to your LFS account. If you enroll in Pay Online, you will receive all Pay Online correspondence at this email address.

Confirm Account Management Email
[text box]

6 [checkbox] Receive Marketing Offers (Optional)
[info bubble] In the future, you may receive marketing email communications. This may include product news and information, updates on model launches and invitations to exclusive events.

7 Button [Cancel]
Button [Continue]

1.5

Registration – MFA setup – Email and (optional) Phone

TOYOTA
FINANCIAL SERVICES

1 2
To secure your account, we'll send a code to your email address.
3

4 Email Address
j*****oe@gmail.com

5 For additional security, you can also verify your phone number. We will ask you to provide codes from both phone and email to continue.

6 Phone Number (optional)

Phone Type
[Dropdown]
Select One
Mobile
Landline

[radio button] Text Me
[radio button] Call Me

7 Message & data rates may apply.

8 By providing your telephone number, you agree that we may deliver verification codes to this number using an auto dialer and/or prerecorded, artificial voice messages.

9 Note: Please be aware that anyone with access to your email or phone may be able to login into your account, view your account information, and change your settings.

10 Button [Cancel]
Button [Send Verification]

Send Verification > 10

[arrow]
Center Nav: [Toyota Financial Services Logo]

1 Registration

2 Security Setup

3 To help verify your account, we'll send a code to your email address.

4 Account Management Email
[email address]

5 Phone (Recommended)
It's optional, but verifying your phone number now can save you time in the future by giving you easy access to your account on the go. (like when you can't access your email).

6 Phone Type
[Dropdown]
Select One
Mobile
Landline

[radio button] Text Me
[radio button] Call Me

7 Message & data rates may apply.

8 By providing your telephone number, you agree that we may deliver verification codes to this number using an auto dialer and/or prerecorded, artificial voice messages.

9 Note: Please be aware that anyone with access to your email or phone may be able to login into your account, view your account information, and change your settings.

10 Button [Cancel]
Button [Send Verification]

[arrow]
Center Nav: [Lexus Financial Services Logo]

1 Registration

2 Security Setup

3 To help verify your account, we'll send a code to your email address.

4 Account Management Email
[email address]

5 Phone (Recommended)
While it's optional, verifying your phone number now can save you time in the future by giving you easy access to your account on the go.

6 Phone Type
[Dropdown]
Select One
Mobile
Landline

[radio button] Text Me
[radio button] Call Me

7 Message & data rates may apply.

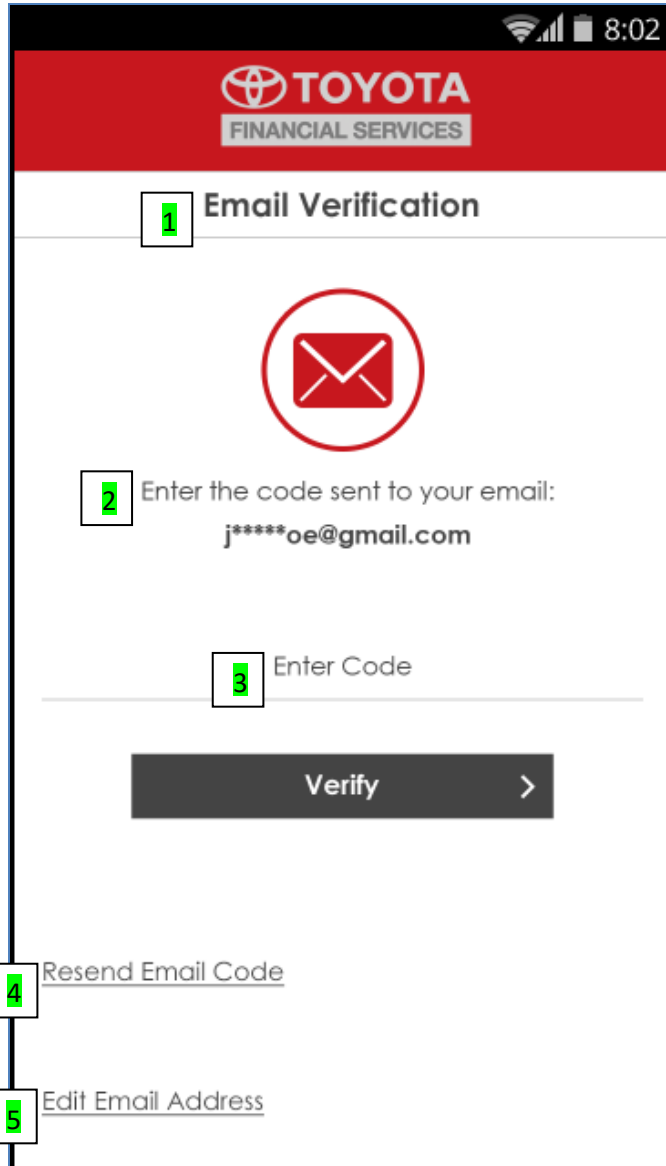
8 By providing your telephone number, you agree that we may deliver verification codes to this number using an auto dialer and/or prerecorded, artificial voice messages.

9 Note: Please be aware that anyone with access to your email or phone may be able to login into your account, view your account information, and change your settings.

10 Button [Cancel]
Button [Send Verification]

1.6

Code sent/ Customer Enters the emailed verification code



[arrow]
Center Nav: [Toyota Financial Services Logo]

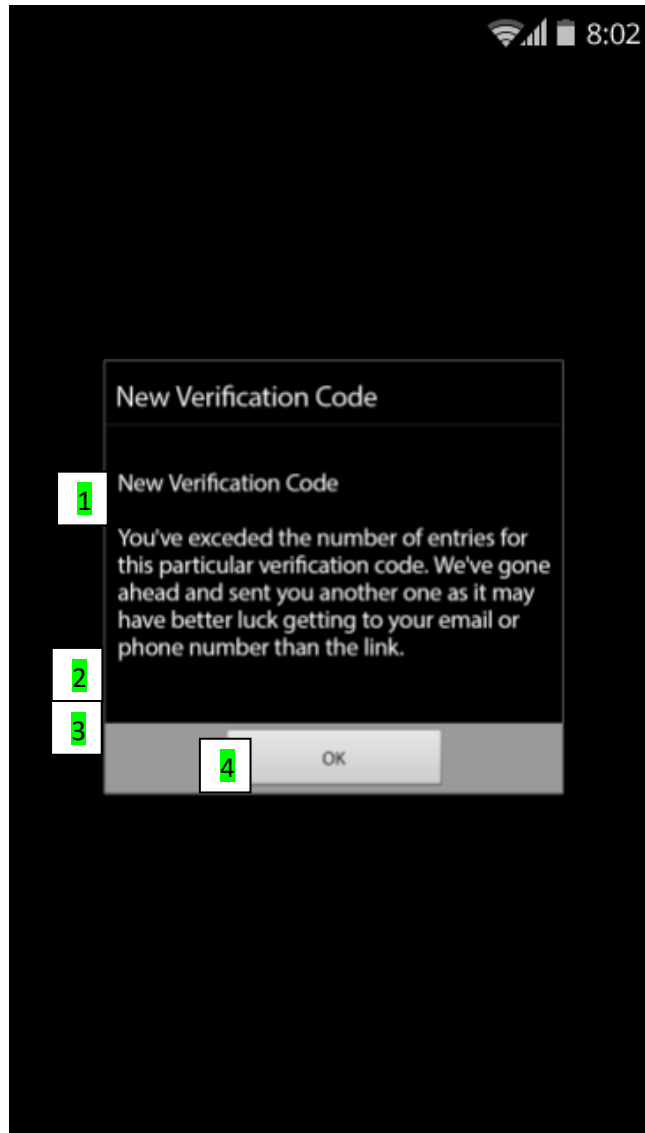
- 1 Security Code Verification
- [envelope icon]
- 2 A verification code was sent to [email address]
- 3 Enter Verification Code
[numeric input field]
- Button [Verify]
- 4 Email New Verification Code
Edit Account Management Email
Cancel
- 5

[arrow]
Center Nav: [Lexus Financial Services Logo]

- 1 Security Code Verification
- [envelope icon]
- 2 A verification code was sent to [email address]
- 3 Enter Verification Code
[numeric input field]
- Button [Verify]
- 4 Email New Verification Code
Edit Account Management Email
Cancel
- 5

1.7

Modal If the customer exceeds the number of attempts with the first verification code



New Verification Code

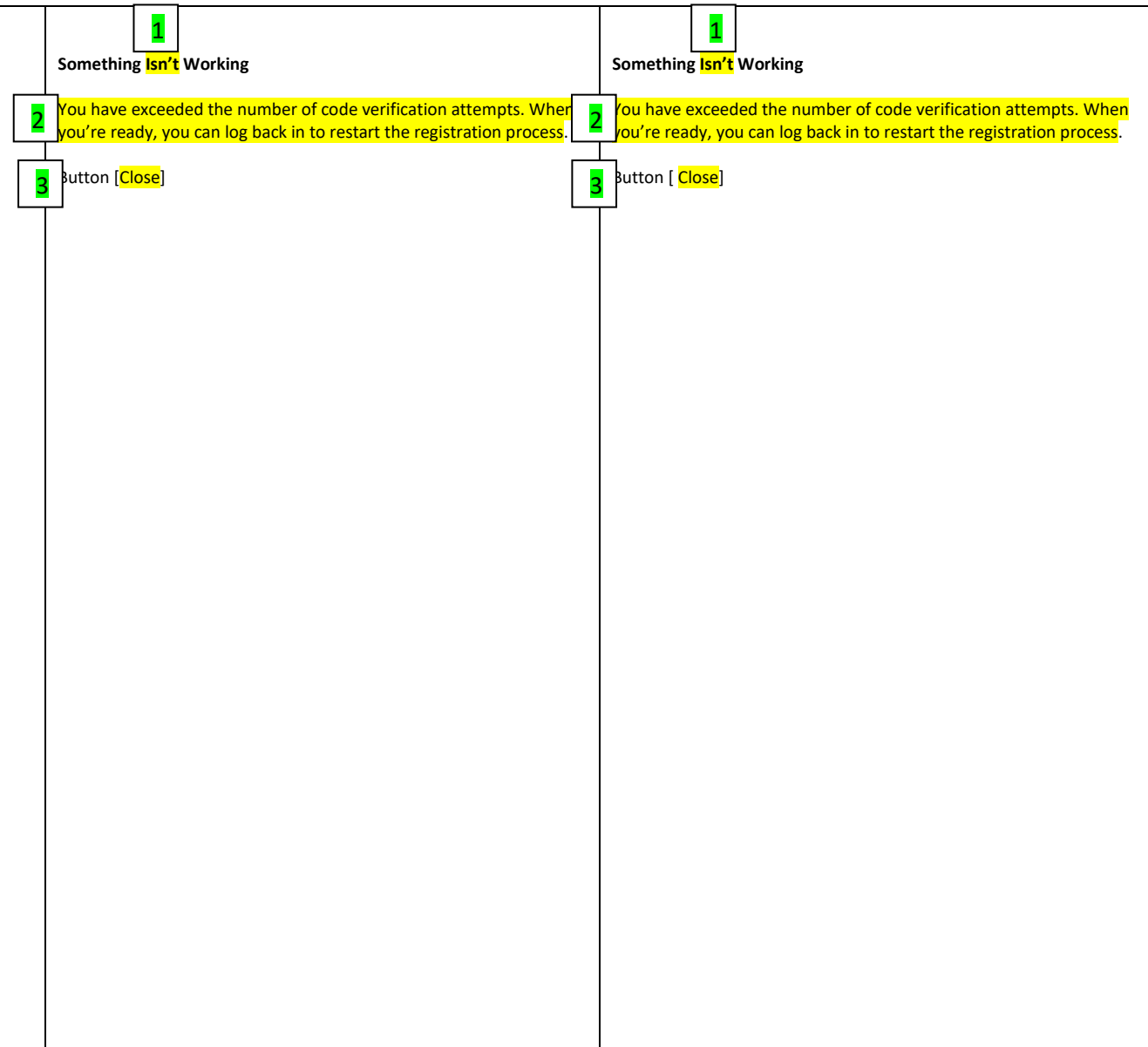
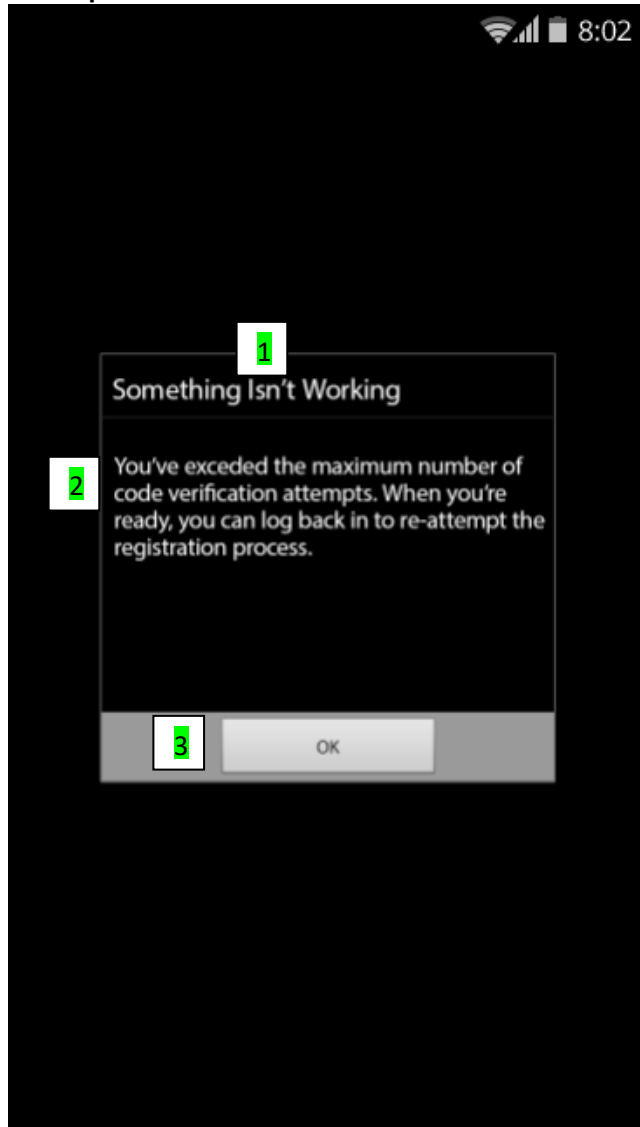
- 1 You have exceeded the number of entries for this verification code.
- Tap the Send Code button to receive a new verification code. You have five chances to enter the code correctly before receiving an error message.
- 2 **Account Management Email**
[info bubble] This email address is our primary point of contact with you related to your TFS account. If you enroll in Pay Online, you will receive all correspondence at this email address.
- 3 [text box]
- 4 Button [Send Code]

New Verification Code

- 1 You have exceeded the number of entries for this verification code.
- Tap the Send Code button to receive a new verification code. You have five chances to enter the code correctly before receiving an error message.
- 2 **Account Management Email**
[info bubble] This email address is our primary point of contact with you related to your LFS account. If you enroll in Pay Online, you will receive all correspondence at this email address.
- 3 [text box]
- 4 Button [Send Code]

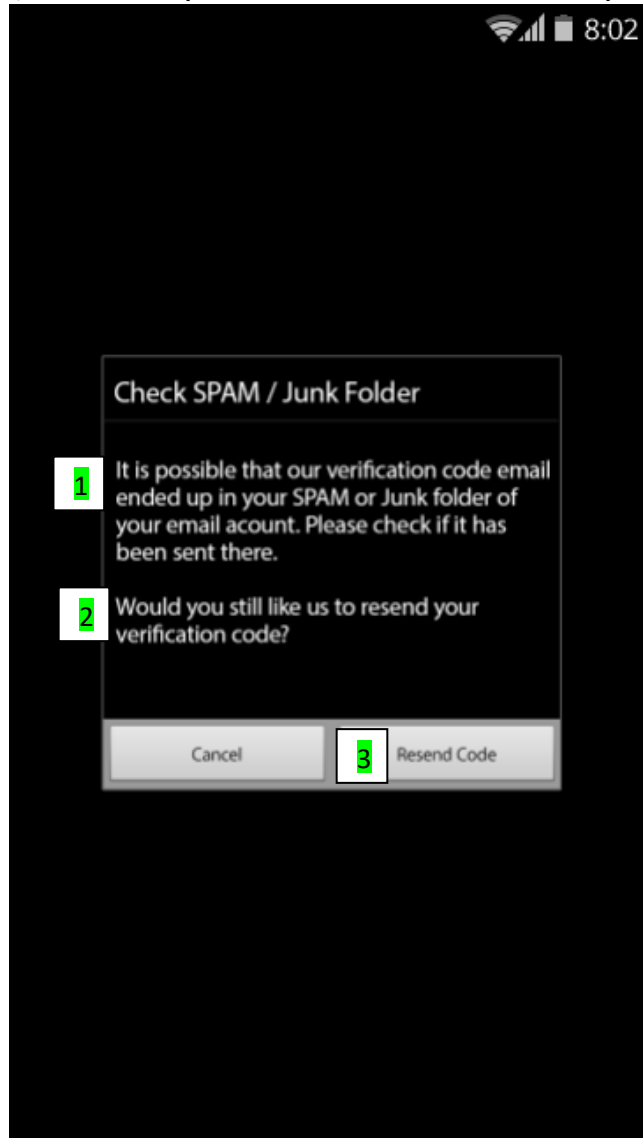
1.8

If code is entered incorrectly and the customer has exceeded code verification attempts



1.9

Check SPAM / Junk Folder (If "Resend Email Code" is selected)



Check SPAM / Junk Folder

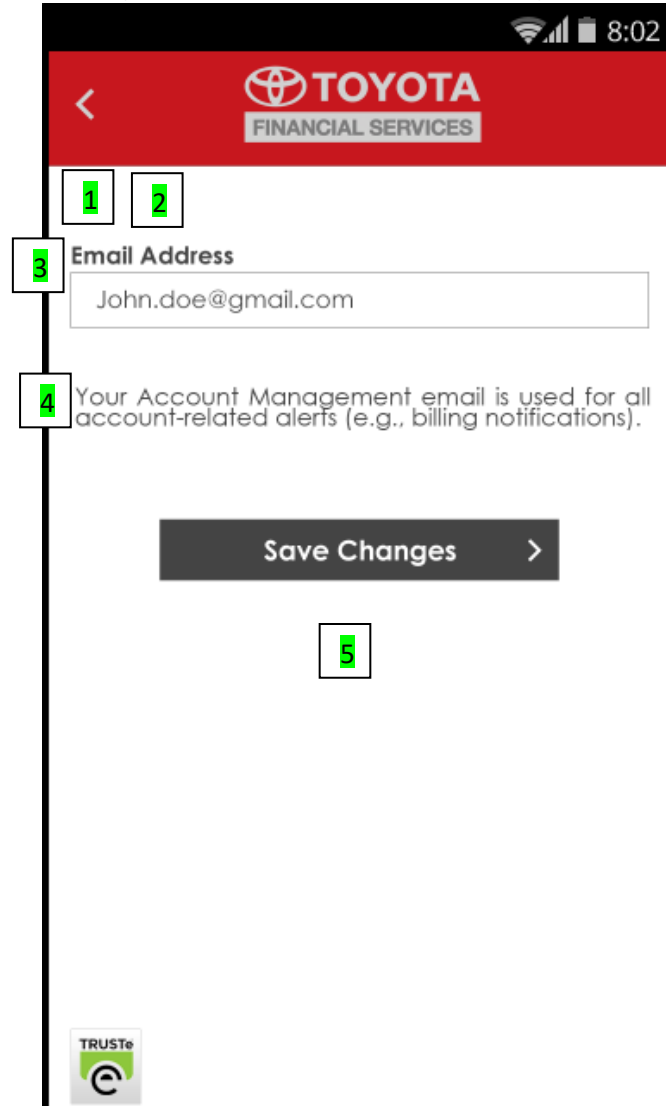
- 1 It is possible that our verification code email may have ended up in the SPAM or Junk folder of your email account. Please check to see if it has been sent there.
- 2 Would you still like us to send you another verification code?
- 3 Button [Cancel]
Button [Send Code]

Check SPAM / Junk Folder

- 1 It is possible that our verification code email may have ended up in the SPAM or Junk folder of your email account. Please check to see if it has been sent there.
- 2 Would you still like us to send you another verification code?
- 3 Button [Cancel]
Button [Send Code]

1.10

Edit Email Address (If "Edit Email Address" is selected)



[arrow]
Center Nav: [Toyota Financial Services Logo]

1 Edit Account Management Email

2 Edit or enter a new Account Management email address, and we'll send a new verification code. Changing your Account Management email address will not only change the address to where the verification code is sent, it will also replace the Account Management email address you previously entered.

3 Account Management Email
[info bubble] This email address is our primary point of contact with you related to your TFS account. If you enroll in Pay Online, you will receive all correspondence at this email address.

4 [text box]

5 Button [Cancel]
Button [Save Changes]

[arrow]
Center Nav: [Lexus Financial Services Logo]

1 Edit Account Management Email

2 Edit or enter a new Account Management email address, and we'll send a new verification code. Changing your Account Management email address will not only change the address to where the verification code is sent, it will also replace the Account Management email address you previously entered.

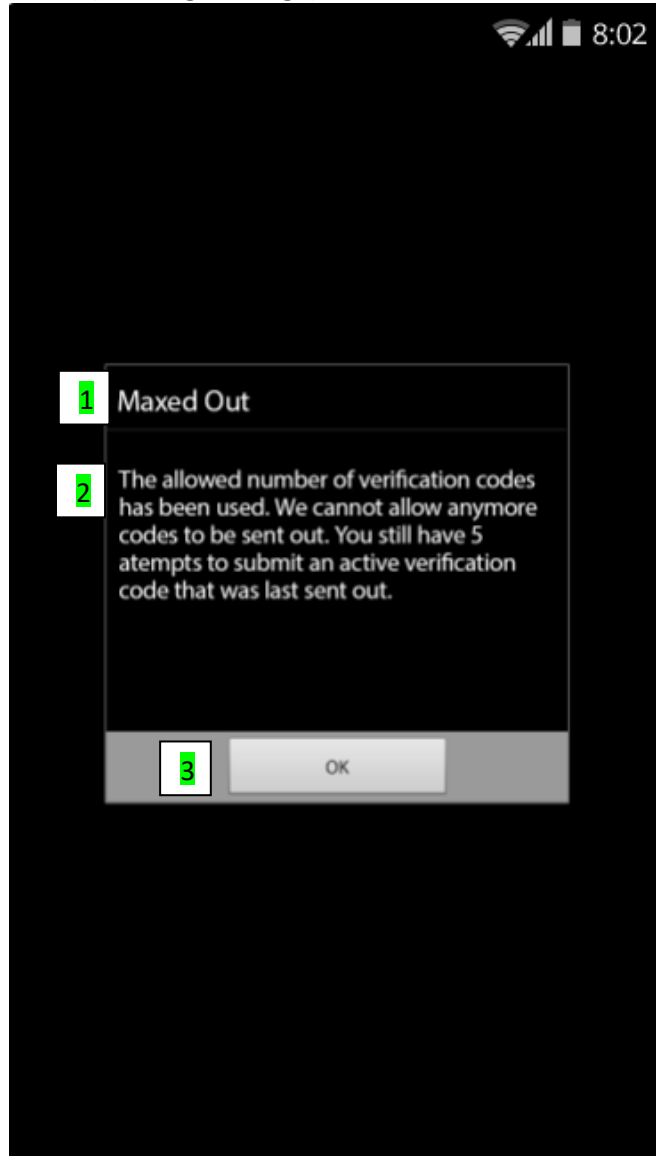
3 Account Management Email
[[info bubble] This email address is our primary point of contact with you related to your LFS account. If you enroll in Pay Online, you will receive all correspondence at this email address.

4 [text box]

5 Button [Cancel]
Button [Save Changes]

1.11

Enter Active Code (warning message)



- 1
- 2
- 3

Enter Verification Code

Your first verification attempt was unsuccessful. A second verification code has been sent. You only have 5 attempts left to submit this verification code.

Button [Send Code]

- 1
- 2
- 3

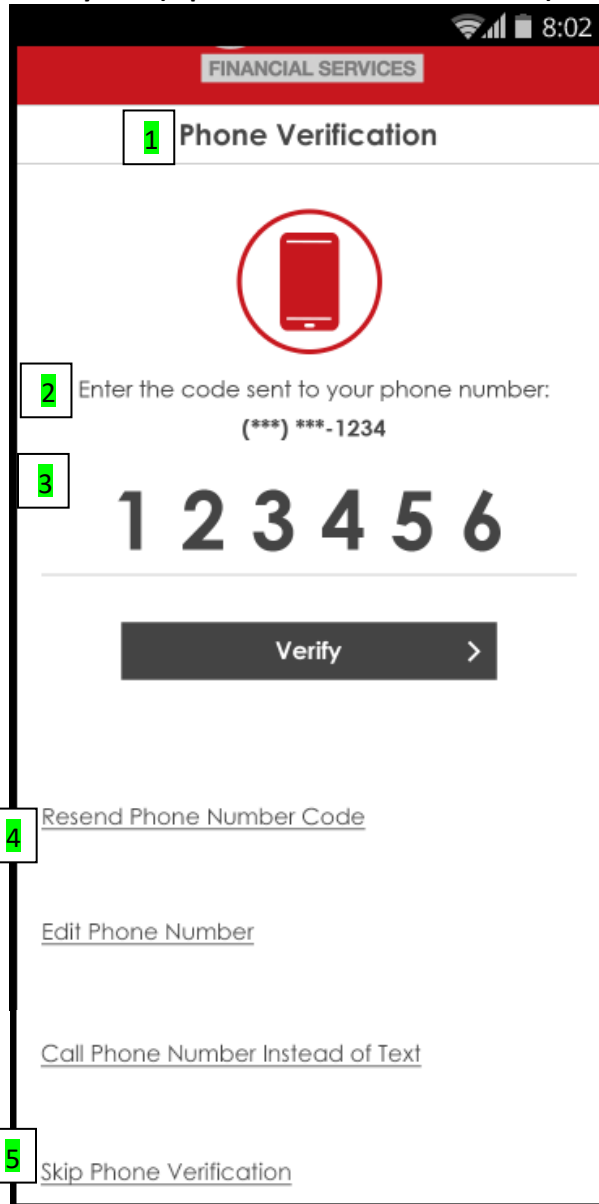
Enter Verification Code

Your first verification attempt was unsuccessful. A second verification code has been sent. You only have 5 attempts left to submit this verification code.

Button [Send Code]

1.12

Phone verification by text (if phone verification is selected)



Center Nav: [Toyota Financial Services Logo]

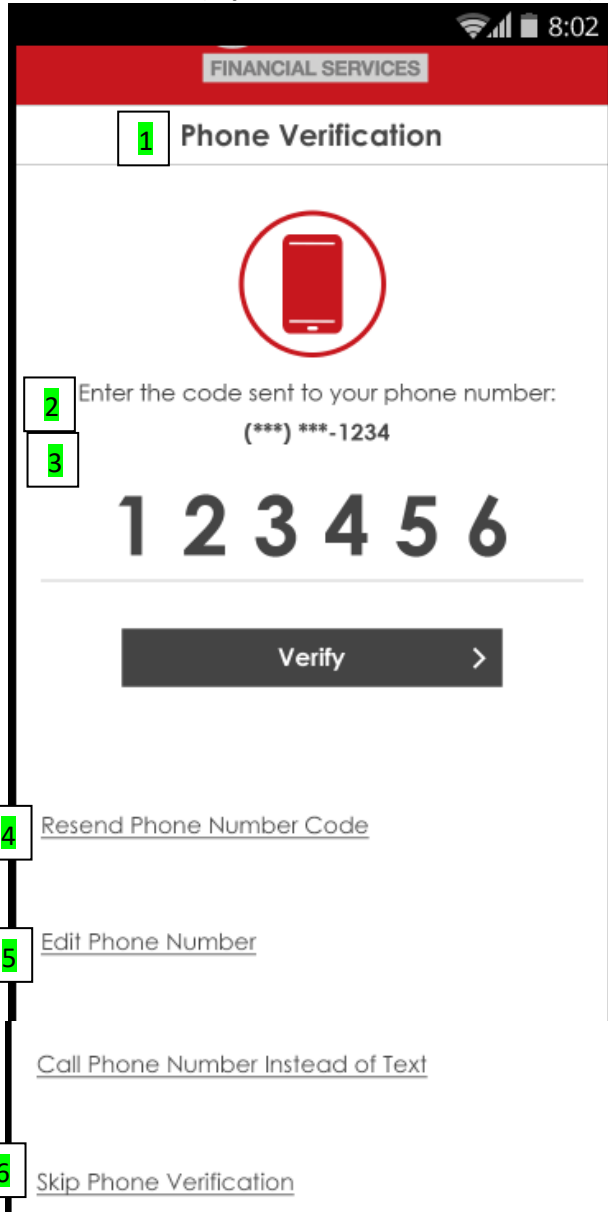
- 1 Security Code Verification
[phone icon]
- 2 A verification code was sent to (***) *** - 1234
- 3 Enter Verification Code
[numeric input field]
- Button [Verify]
- 4 Send New Verification Code to Phone Number
Edit Phone Number
Call Phone Number Instead of Text
Skip Phone Verification
- 5 Cancel

Center Nav: [Lexus Financial Services Logo]

- 1 Security Code Verification
[phone icon]
- 2 A verification code was sent to (***) *** - 1234
- 3 Enter Verification Code
[numeric input field]
- Button [Verify]
- 4 Send New Verification Code to Phone Number
Edit Phone Number
Call Phone Number Instead of Text
Skip Phone Verification
- 5 Cancel

1.13

Phone verification with a call (if phone verification is selected)



Center Nav: [Toyota Financial Services Logo]

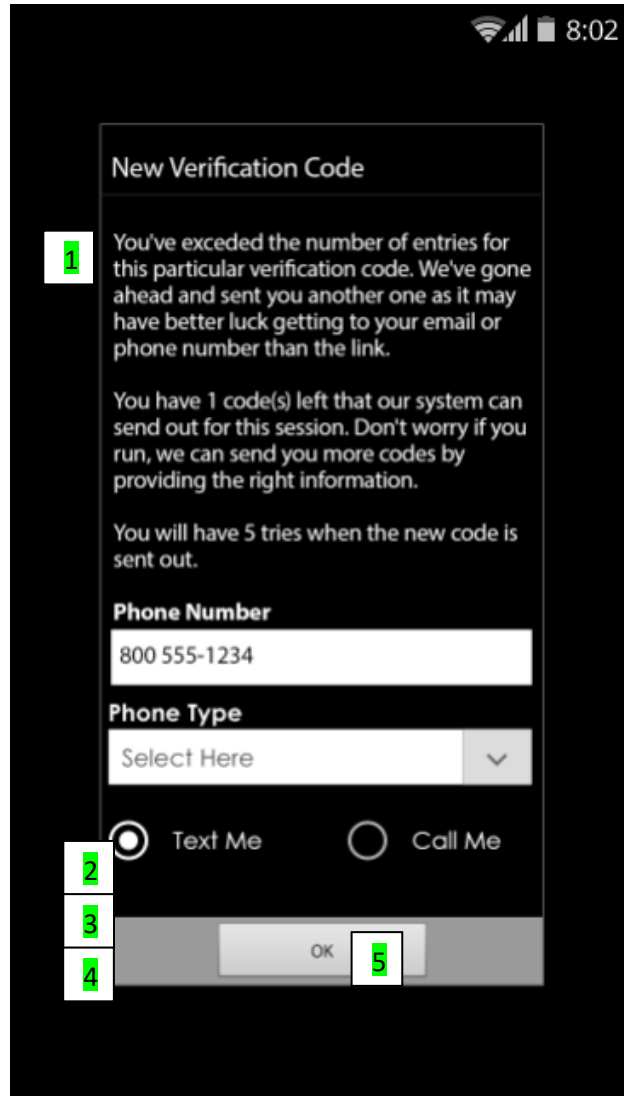
- 1 Security Code Verification
[phone icon]
- 2 You should receive a call with the verification code at (***) ***-1234
- 3 Enter Verification Code
[numeric input field]
- Button ["Verify"]
- 4 Send New Verification Code to Phone Number
Edit Phone Number
- 5 Text Phone Number instead of Call
Skip Phone Verification
- 6 Cancel

Center Nav: [Lexus Financial Services Logo]

- 1 Security Code Verification
[phone icon]
- 2 You should receive a call with the verification code at (***) ***-1234
- 3 Enter Verification Code
[numeric input field]
- Button ["Verify"]
- 4 Send New Verification Code to Phone Number
Edit Phone Number
- 5 Text Phone Number instead of Call
Skip Phone Verification
- 6 Cancel

1.14

Modal If the customer exceeds the number of attempts with the first verification code



New Verification Code

1 You have exceeded the number of entries for this verification code.

Tap the Send Code button to receive a new verification code. You have five chances to enter the code correctly before receiving an error message.

Phone Number
[text box=XXX-XXX-XXXX]

Phone Type
[Dropdown]
Select One
Mobile
Landline

Text Me [radio button]

Call Me [radio button]

2 Message & data rates may apply.
3 By providing your telephone number, you agree that we may deliver verification codes to this number using an auto dialer and/or prerecorded, artificial voice messages.

4 This is the last code provided for this session.

5 Button [Send Code]

New Verification Code

1 You have exceeded the number of entries for this verification code.

Tap the Send Code button to receive a new verification code. You have five chances to enter the code correctly before receiving an error message.

Phone Number
[text box=XXX-XXX-XXXX]

Phone Type
[Dropdown]
Select One
Mobile
Landline

Text Me [radio button]

Call Me [radio button]

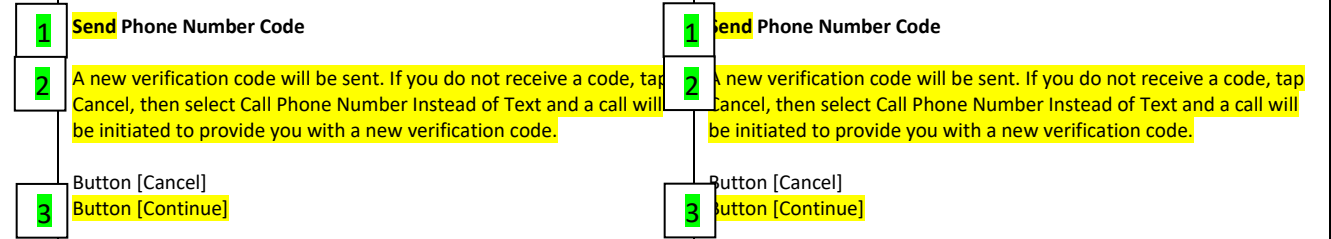
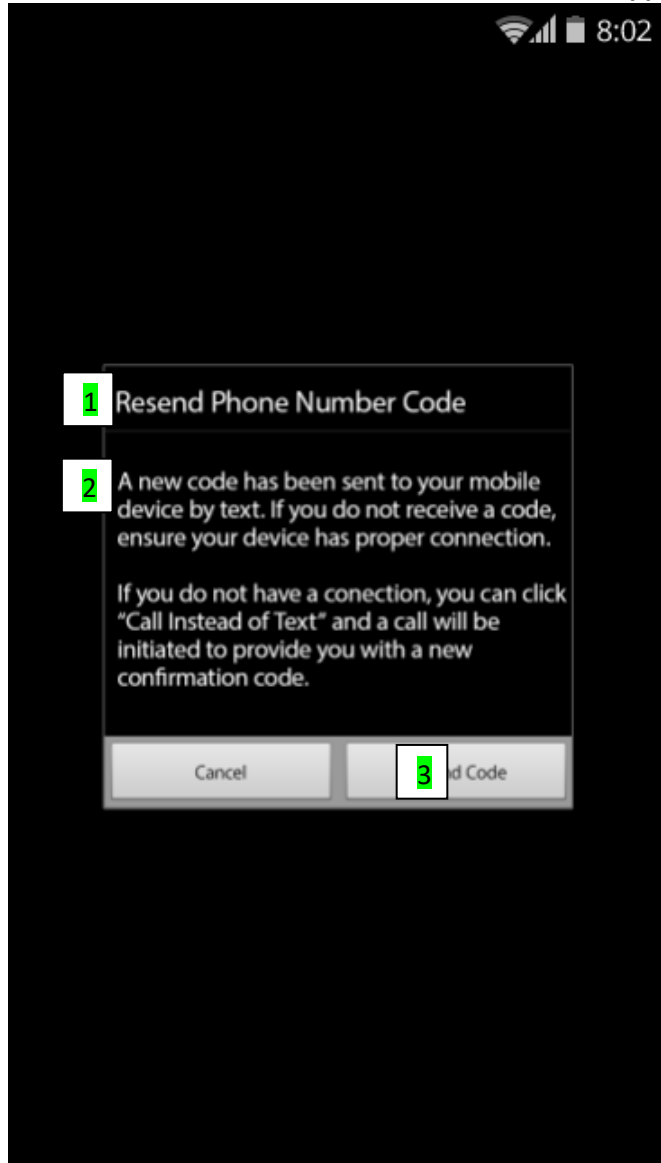
2 Message & data rates may apply.
3 By providing your telephone number, you agree that we may deliver verification codes to this number using an auto dialer and/or prerecorded, artificial voice messages.

4 This is the last code provided for this session.

5 Button [Send Code]

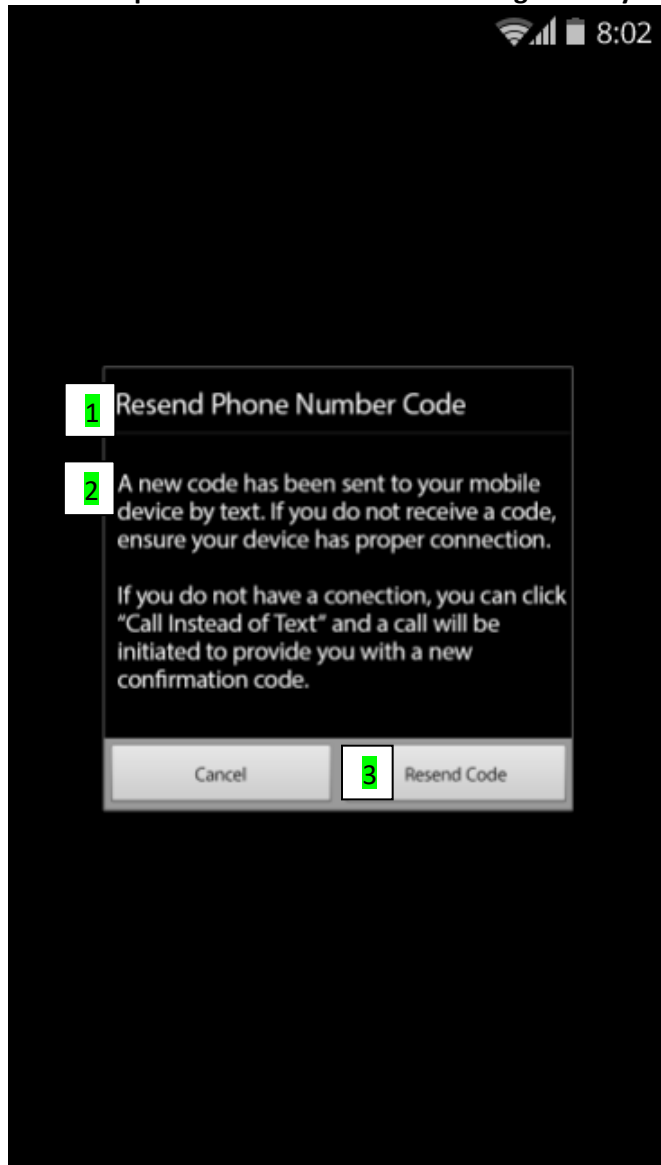
1.15

Modal If "Send New Verification Code to Phone Number" is tapped



1.16

Modal If "Send New Verification Code to Phone Number" is tapped - Customer has chosen phone call instead of text during Security Setup.



1

Send Phone Number Code

2

You should receive a call with a new verification code. If you do not receive a call with a code, tap Cancel, and select Text Phone Number Instead of Call and a text will be sent to you with a new verification code.

3

Button [Cancel]
Button [Continue]

1

Send Phone Number Code

2

You should receive a call with a new verification code. If you do not receive a call with a code, tap Cancel, and select Text Phone Number Instead of Call and a text will be sent to you with a new verification code.

3

Button [Cancel]
Button [Continue]

1.17

Modal If the customer exceeds the number of attempts with the second verification code



1

Phone Verification **Code Entries** Exceeded

2

You have exceeded the number of entries for this verification code.

Since we have verified your Account Management Email, you can still continue the registration process. Keep in mind that your phone number is optional, and it can be verified on the Security settings page at a later time.

Let's continue.

3

Button [Continue]

1

Phone Verification **Code Entries** Exceeded

2

You have exceeded the number of entries for this verification code.

Since we have verified your Account Management Email, you can still continue the registration process. Keep in mind that your phone number is optional, and it can be verified on the Security settings page at a later time.

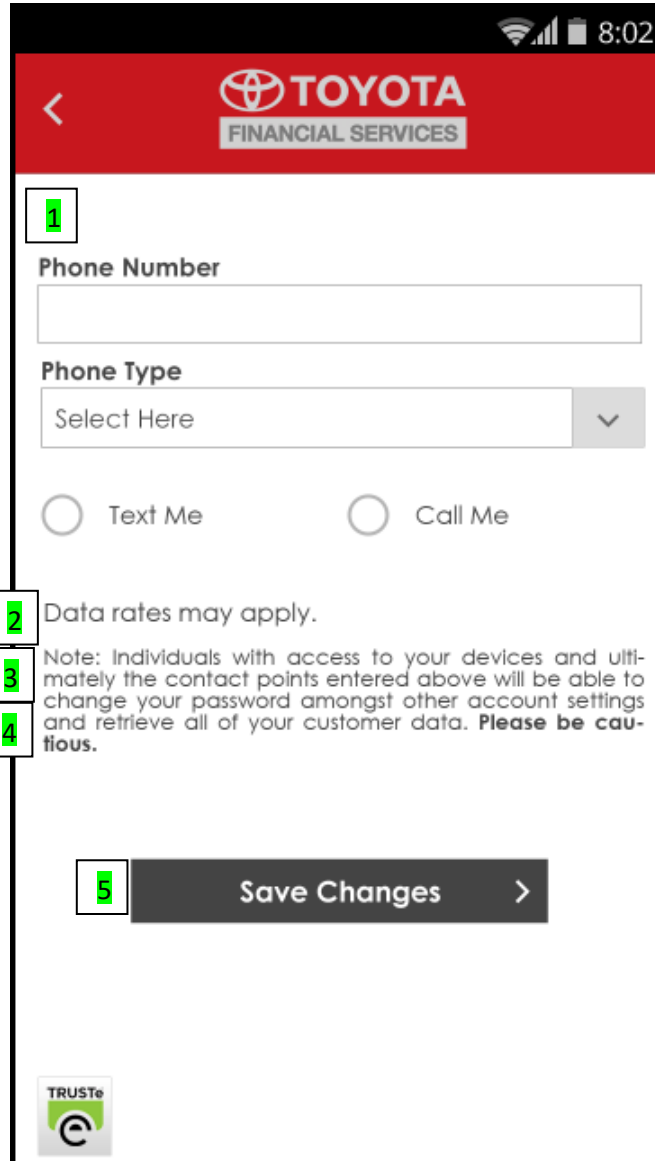
Let's continue.

3

Button [Continue]

1.18

Edit Phone Number



- 1
- 2
- 3
- 4

2 Data rates may apply.

3 Note: Individuals with access to your devices and ultimately the contact points entered above will be able to change your password amongst other account settings and retrieve all of your customer data. **Please be cautious.**

[arrow]
Center Nav: [Toyota Financial Services Logo]

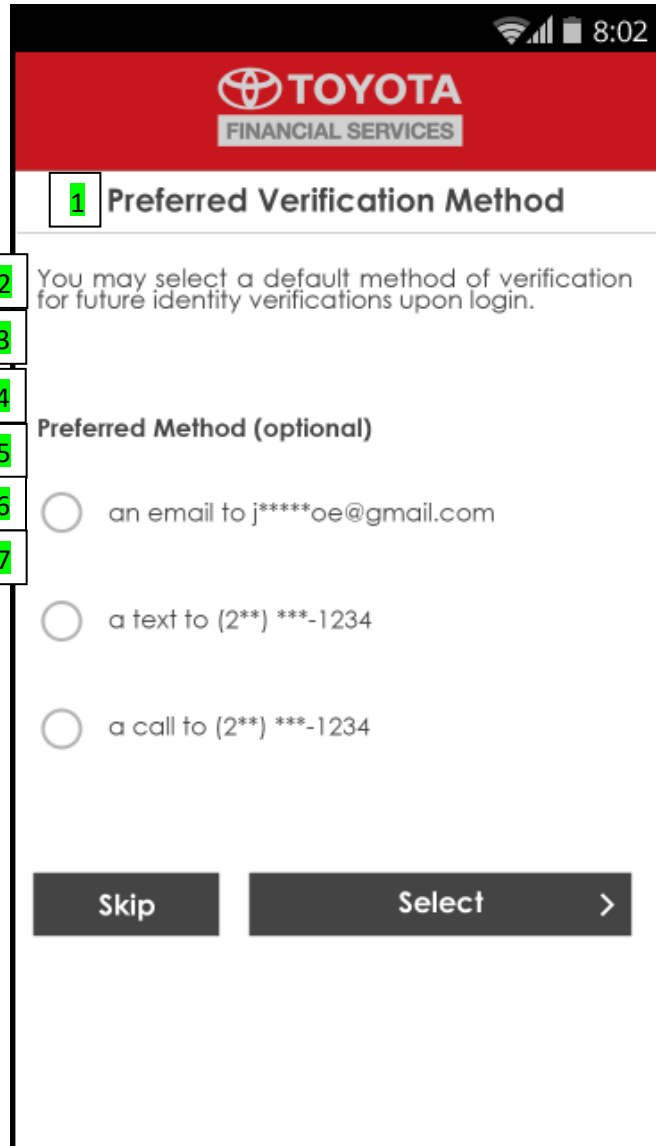
- 1 **Edit Phone Number**
Update your phone and we'll send you a new verification code.
- Phone Number
[text box]
- Phone Type
[Dropdown]
Select One
Mobile
Landline
- [radio button] Text Me
- [radio button] Call Me
- 2 Message & data rates may apply.
- 3 By providing your telephone number, you agree that we may deliver verification codes to this number using an auto dialer and/or prerecorded, artificial voice messages.
- 4 **Note:** Please be aware that anyone with access to your email or phone may be able to login into your account, view your account information, and change your settings.
- 5 Button [Cancel]
Button [Save & Continue]

[arrow]
Center Nav: [Lexus Financial Services Logo]

- 1 **Edit Phone Number**
Update your phone and we'll send you a new verification code.
- Phone Number
[text box]
- Phone Type
[Dropdown]
Select One
Mobile
Landline
- [radio button] Text Me
- [radio button] Call Me
- 2 Message & data rates may apply.
- 3 By providing your telephone number, you agree that we may deliver verification codes to this number using an auto dialer and/or prerecorded, artificial voice messages.
- 4 **Note:** Please be aware that anyone with access to your email or phone may be able to login into your account, view your account information, and change your settings.
- 5 Button [Cancel]
Button [Save & Continue]

1.19

Security Verification Method



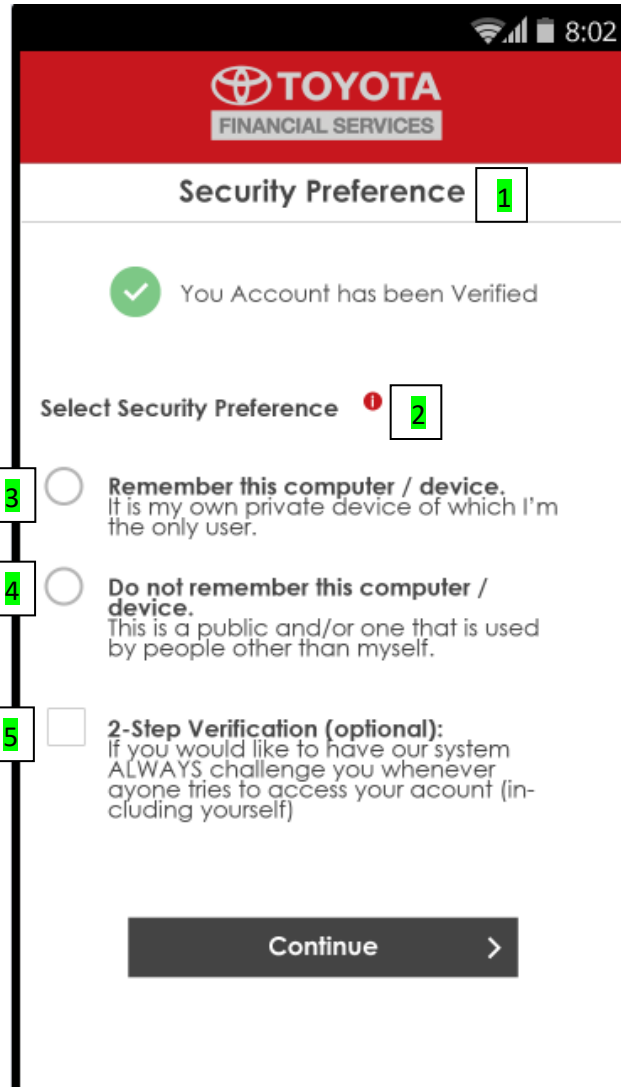
Center Nav: [Toyota Financial Services Logo]

- 1 Security Verification Method
- 2 Please select your preferred verification method. By selecting Skip your default method of verification will be your email address.
- 3
- 4 [radio button] Email to j*****oe@gmail.com
- 5 [radio button] Text to (2**) ***-1234
- [radio button] Call to (2**) ***-1234
- Button [Skip]
- Button [Save]
- 6

Center Nav: [Lexus Financial Services Logo]

- 1 Security Verification Method
- 2
- 3 Please select your preferred verification method. By selecting Skip, your default method of verification will be your email address.
- 4 [radio button] Email to j*****oe@gmail.com
- 5 [radio button] Text to (2**) ***-1234
- [radio button] Call to (2**) ***-1234
- Button [Skip]
- Button [Save]
- 6

1.20 Security Preferences



Center Nav: [Toyota Financial Services Logo]

Security Setup **1**

[✓]Your Account Has Been Verified

2 Select Security Preference

3 [radio button] Remember this computer / device. I am the only user of this computer / device.

4 [checkbox] 2-Step Verification (Optional): For additional security, 2-step verification requires your password and a unique verification code at every login. The verification code will be sent to your preferred verification method (text, call or email), which can be updated in your Security settings.

5 [radio button] Do not remember this computer / device. There are other users of this shared computer / device.

Button [Continue]

Center Nav: [Lexus Financial Services Logo]

Security Setup **1**

[✓]Your Account Has Been Verified

2 Select Security Preference

3 [radio button] Remember this computer / device. I am the only user of this computer / device.

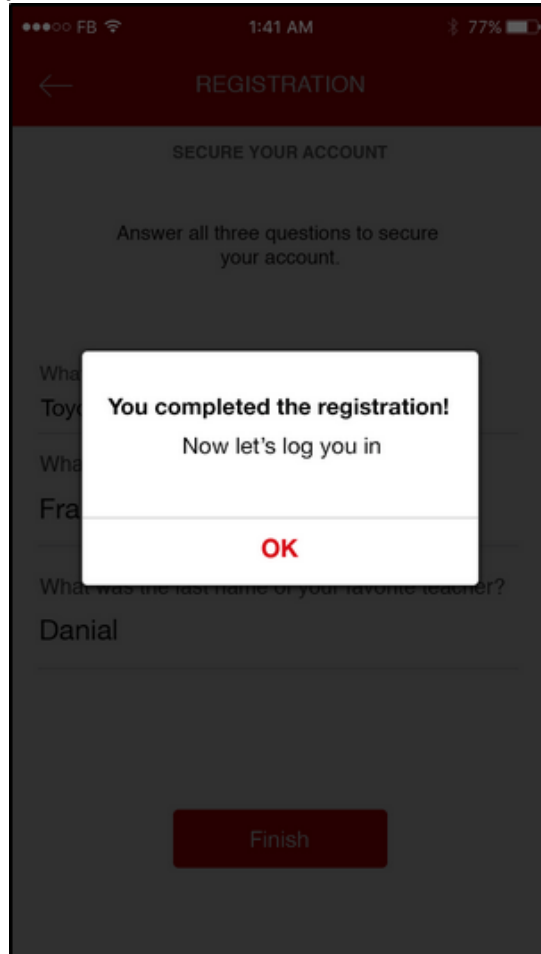
4 [checkbox] 2-Step Verification (Optional): For additional security, 2-step verification requires your password and a unique verification code at every login. The verification code will be sent to your preferred verification method (text, call or email), which can be updated in your Security settings.

5 [radio button] Do not remember this computer / device. There are other users of this shared computer / device.

Button [Continue]

1.21

Registration Complete



You completed the registration!

Now let's log you in.

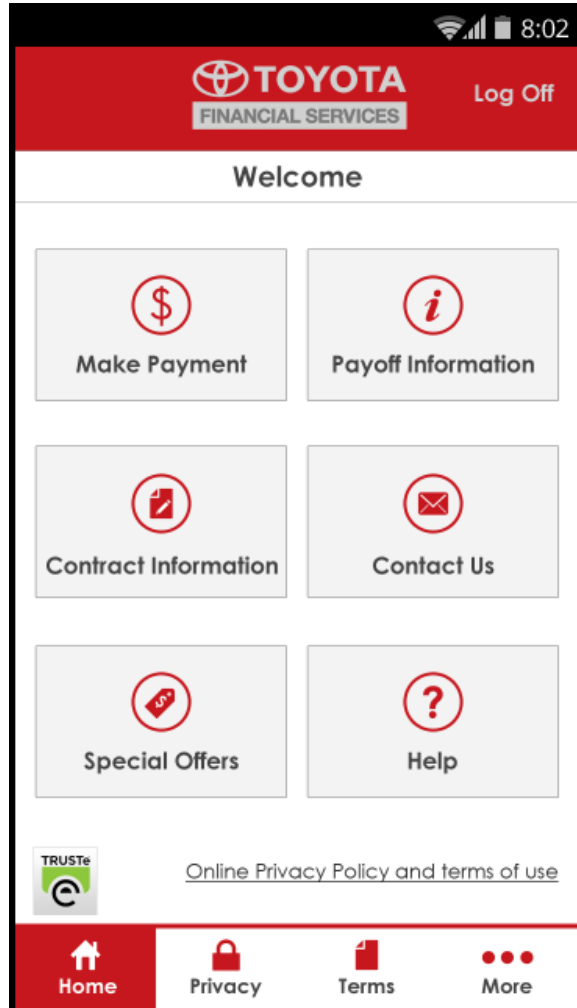
Button {"OK"}

You completed the registration!

Now let's log you in.

Button {"OK"}

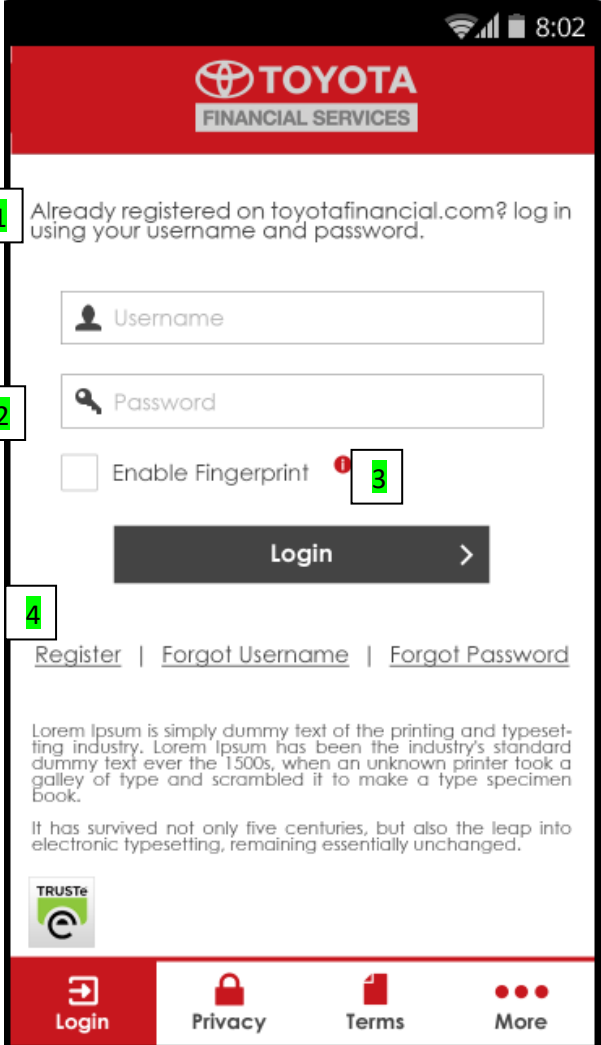
1.22 My Account



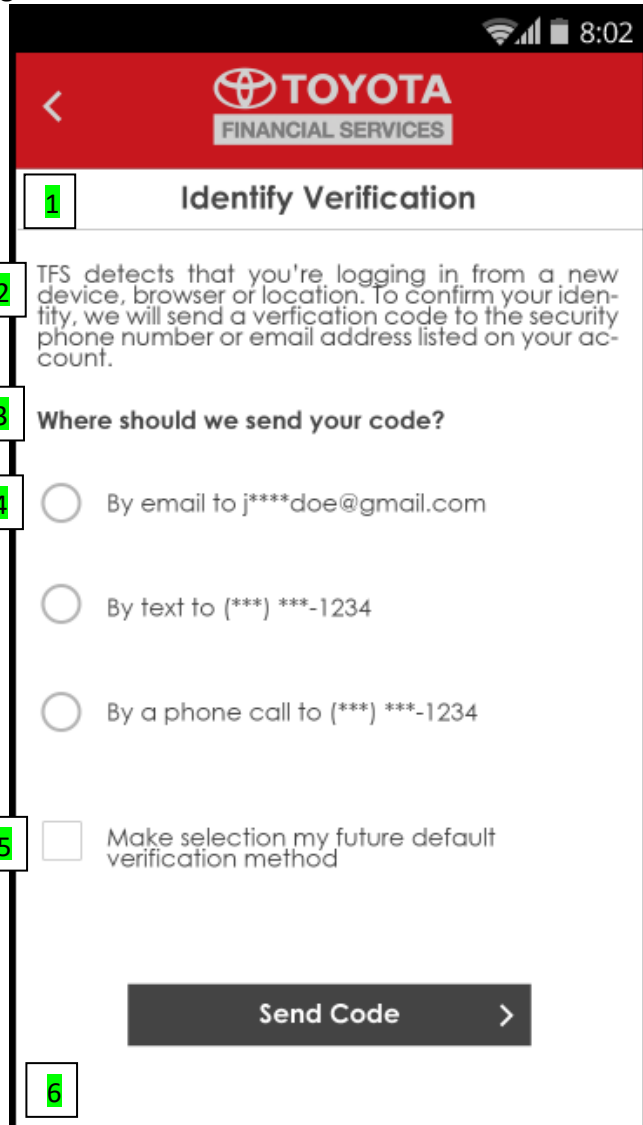
No copy change

No copy change

2.0 LOGIN - REGISTERED CUSTOMER

Page	mApp Prototype Pages	TFS Proposed Content	LFS Proposed Content
2.1	<p>Login</p>  <p>1 Already registered on toyotafinancial.com? log in using your username and password.</p> <p>2</p> <p>3</p> <p>4</p>	<p>Center Nav: [Toyota Financial Services Logo]</p> <p>1 Welcome to Toyota Financial Services</p> <p>[text box] Username [text box] Password</p> <p>2 Password is case sensitive</p> <p>[Radio Button] Enable Fingerprint [info bubble]</p> <p>3 Fingerprint lets you log in to your TFS account with your fingerprint in place of your username and password.</p> <p>Button [Login]</p> <p>4 At login, we collect and store data about your device (i.e., smartphone, computer or tablet) to verify your identity.</p> <p>[link]Forgot Username [link]Forgot Password [link]Register</p>	<p>Center Nav: [Lexus Financial Services Logo]</p> <p>1 Welcome to Lexus Financial Services</p> <p>[text box] Username [text box] Password</p> <p>2 Password is case sensitive</p> <p>[Radio Button] Enable Fingerprint [info bubble]</p> <p>3 Fingerprint lets you log in to your TFS account with your fingerprint in place of your username and password.</p> <p>Button [Login]</p> <p>4 At login, we collect and store data about your device (i.e., smartphone, computer or tablet) to verify your identity.</p> <p>[link]Forgot Username [link]Forgot Password [link]Register</p>

2.2 MFA Challenge – Start – Email or Phone

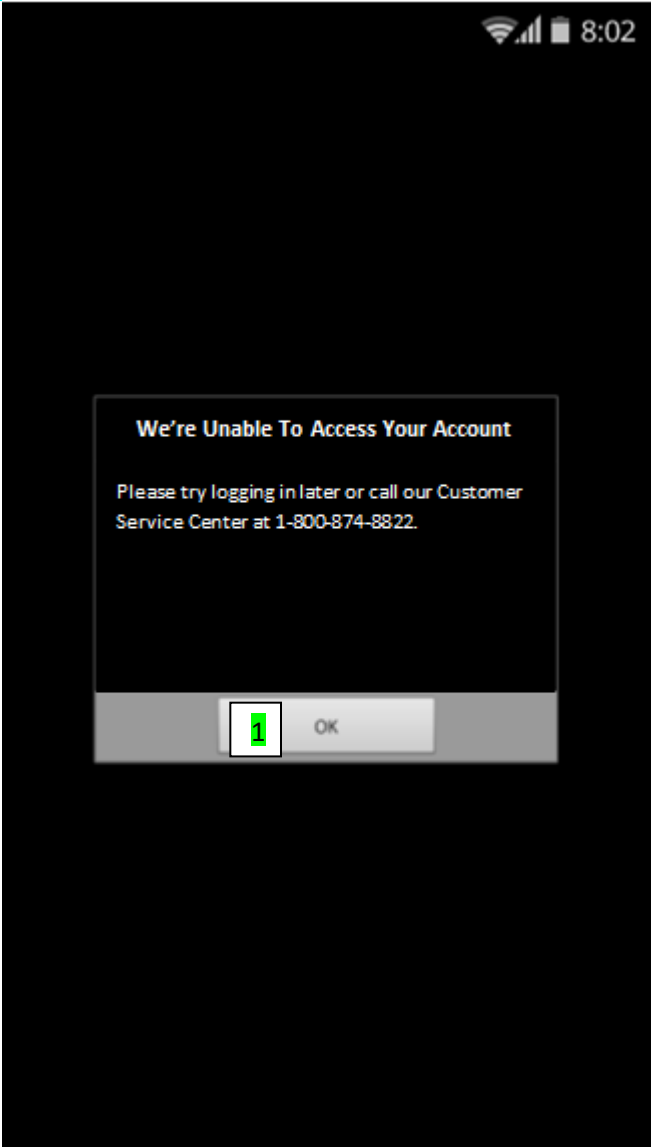


[arrow]
Center Nav: [Toyota Financial Services Logo]

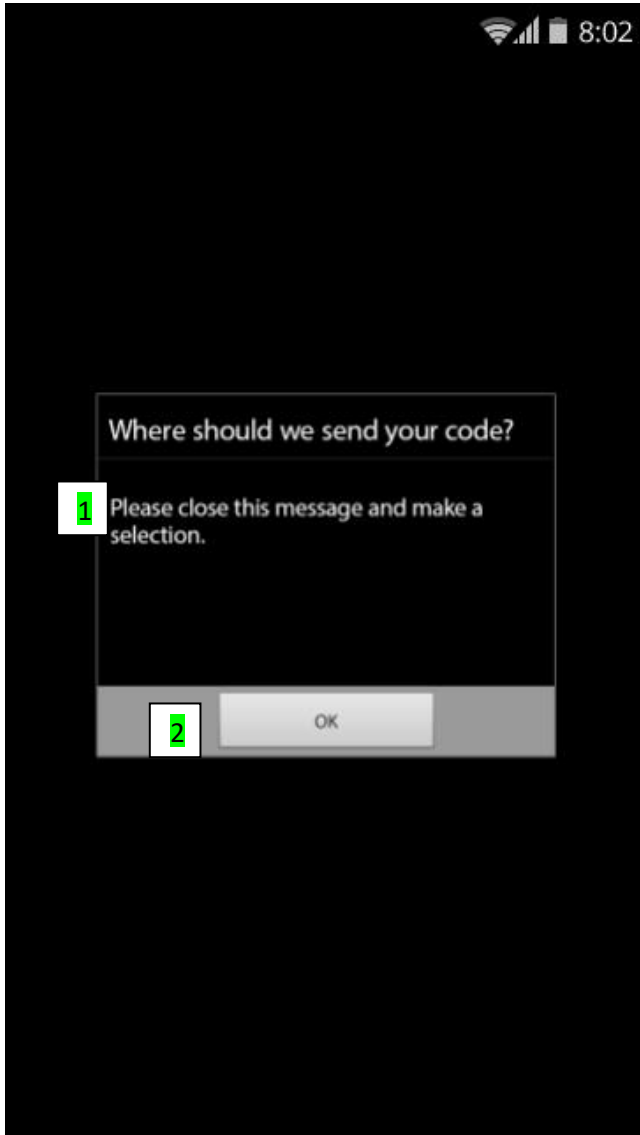
- 1 Login Security Verification
- 2 To confirm your identity, we will either email, text or call you with a verification code. Please select your preference:
- 3 [radio button] Email to [email address]
- 4 [radio button] Text to [phone # "(XXX) XXX-XXXX] (mobile)
- 4 [radio button] Call to [phone # "(XXX) XXX-XXXX] (mobile)
- 5 [checkbox] Remember this as my preferred verification method
- 5 Button [Send Code]
- 6 I don't have access to the contact points shown

[arrow]
Center Nav: [Lexus Financial Services Logo]

- 1 Login Security Verification
- 2 To confirm your identity, we will either email, text or call you with a verification code. Please select your preference:
- 3 [radio button] Email to [email address]
- 4 [radio button] Text to [phone # "(XXX) XXX-XXXX] (mobile)
- 4 [radio button] Call to [phone # "(XXX) XXX-XXXX] (mobile)
- 5 [checkbox] Remember this as my preferred verification method
- 5 Button [Send Code]
- 6 I don't have access to the contact points shown

2.3	<p>Model displayed when I don't have access to the contact points shown. is selected. (New)</p> 	<p>We're Unable To Access Your Account</p> <p>Please try logging in later or call our Customer Service Center at 1-800-874-8822.</p> <p>1 Button [Close]</p>	<p>We're Unable To Access Your Account</p> <p>Please try logging in later or call our Customer Service Center at 1-800-874-7050.</p> <p>1 Button [Close]</p>
-----	--	---	---

2.4 Warning modal if no verification selection is not made



Where should we send your code?

1 Please make a selection to receive your verification code.

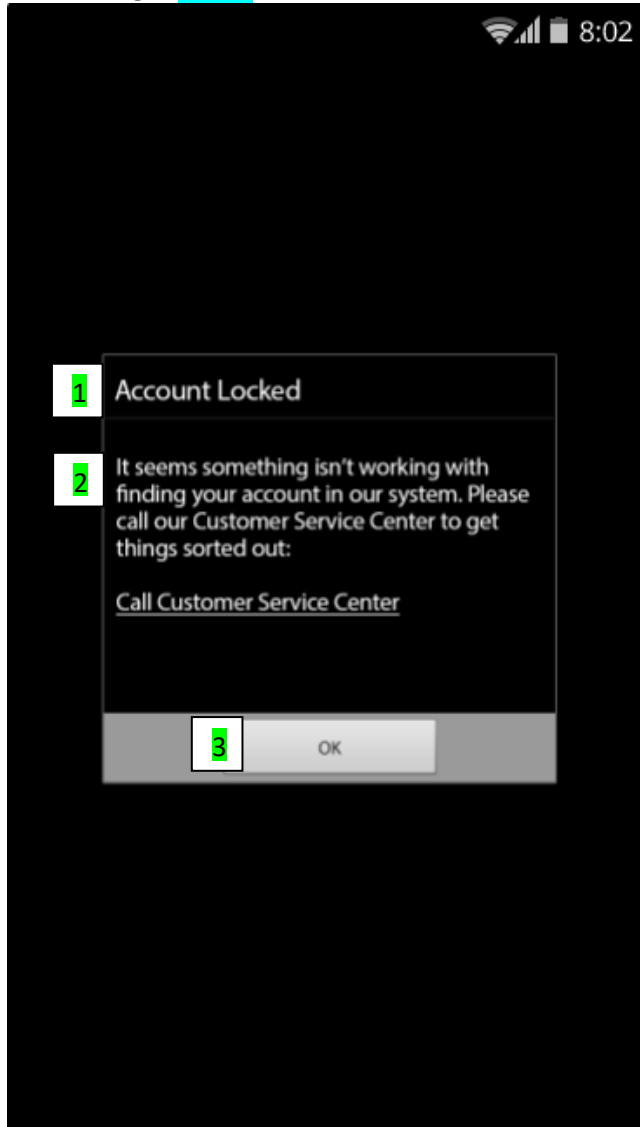
2 Button [Close]

Where should we send your code?

1 Please make a selection to receive your verification code.

2 Button [Close]

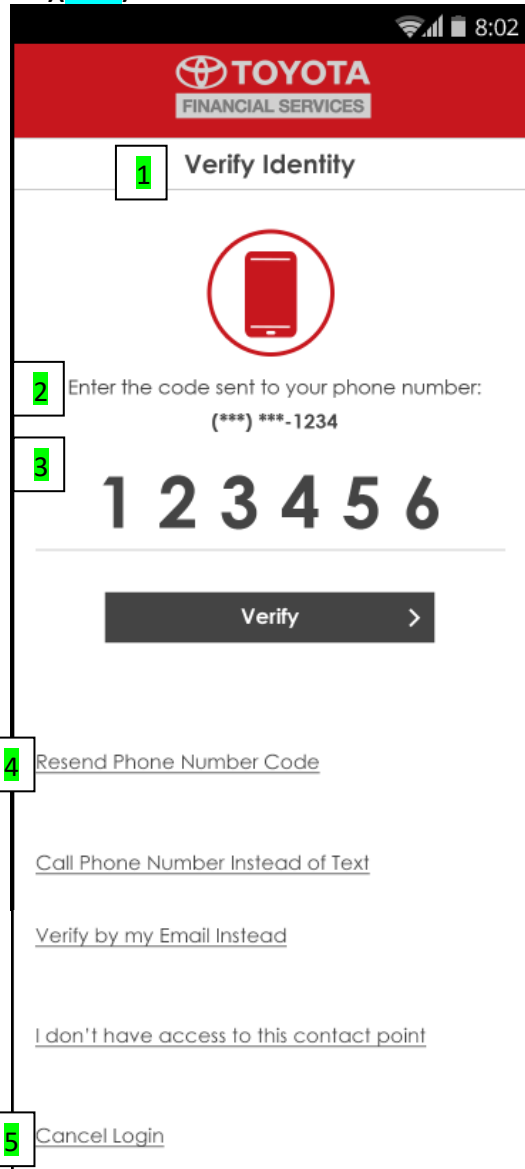
2.5 if customer fails challenges (New) Account Locked screen



- 1 Your Account Is Locked
- 2 The code verification was unsuccessful and your account is now locked. For assistance contact, please call our Customer Service Center at 1-800-874-8822.
- Call Customer Service Center
- 3 Button [Close]

- 1 Your Account Is Locked
- 2 The code verification was unsuccessful and your account is now locked. For assistance, please call our Customer Service Center at 1-800-874-7050.
- Call Customer Service Center
- 3 Button [Close]

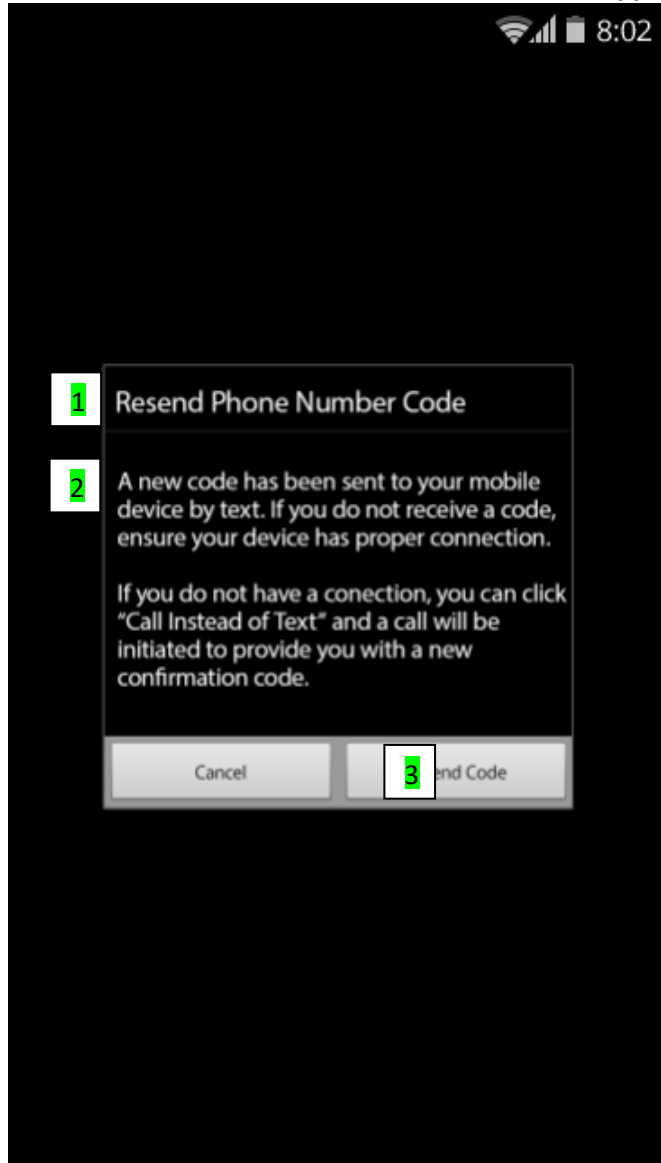
2.6 Login – Customer Verification (MFA Challenge – Displayed if phone is the preference or default)(New)



- 1 Security Code Verification
[phone icon]
- 2 A verification code was sent to [phone number]
- 3 Enter Verification Code
[numeric input field]
Button [Verify]
- 4 Send New Verification Code to Phone Number
Call Phone Number instead of Text
Verify by my Email instead
I don't have access to this contact point
- 5 Cancel

- 1 Security Code Verification
[phone icon]
- 2 A verification code was sent to [phone number]
- 3 Enter Verification Code
[numeric input field]
Button [Verify]
- 4 Send New Verification Code to Phone Number
Call Phone Number instead of Text
Verify by my Email instead
I don't have access to this contact point
- 5 Cancel

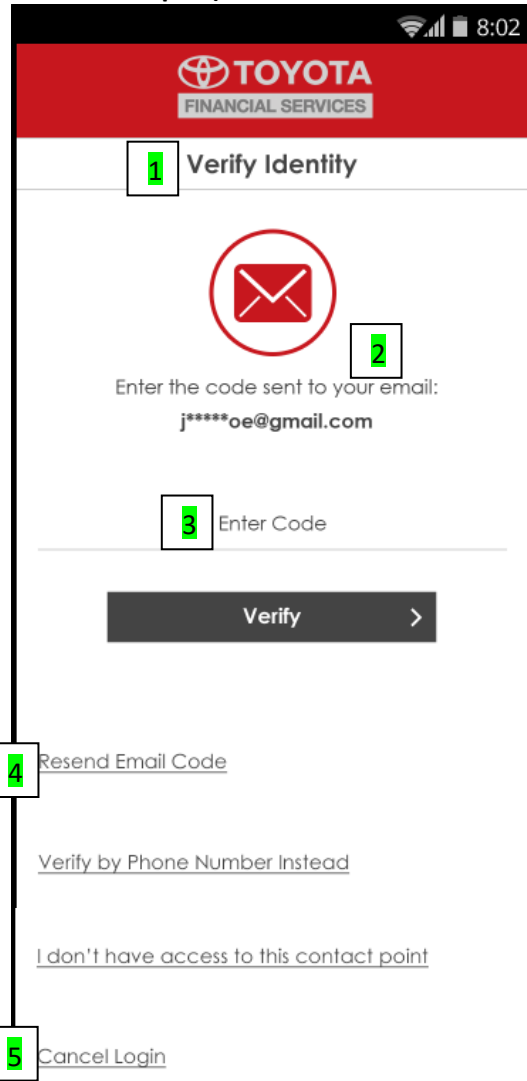
2.7 Modal If "Send New Verification Code to Phone Number" is tapped



- 1 Send Phone Number Code
- 2 A new verification code will be sent. If you do not receive a code, tap Cancel, then select Call Phone Number Instead of Text and a call will be initiated to provide you with a new verification code.
- 3 Button [Cancel]
Button [Continue]

- 1 Send Phone Number Code
- 2 A new verification code will be sent. If you do not receive a code, tap Cancel, then select Call Phone Number Instead of Text and a call will be initiated to provide you with a new verification code.
- 3 Button [Cancel]
Button [Continue]

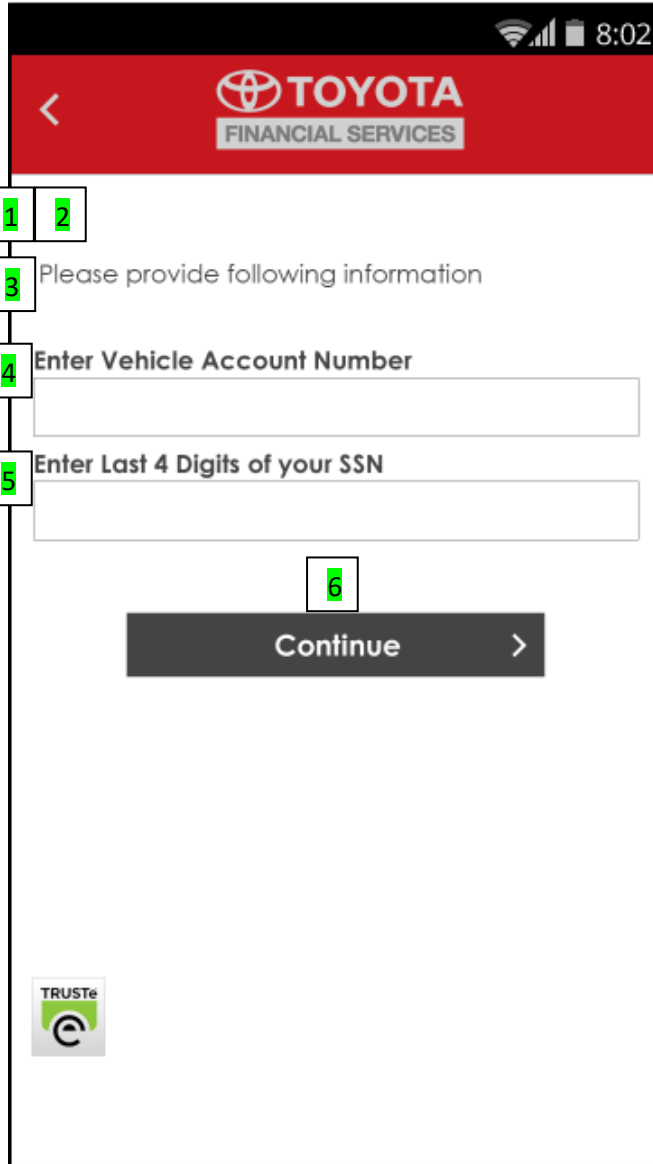
2.8 MFA Challenge – Email code input (when email verification is selected)



- [arrow]
Center Nav: [Toyota Financial Services Logo]
- 1 Security Code Verification**
[envelope icon]
- 2 A verification code was sent to [email address]**
- 3 Enter Verification Code**
[numeric input field]
Button [Verify]
- 4 Email New Verification Code**
Verify by Phone Number instead
I don't have access to this contact point
- 5 Cancel**

- [arrow]
Center Nav: [Lexus Financial Services Logo]
- 1 Security Coder Verification**
[envelope icon]
- 2 A verification code was sent to [email address]**
- 3 Enter Verification Code**
[numeric input field]
Button [Verify]
- 4 Email New Verification Code**
Verify by Phone Number instead
I don't have access to this contact point
- 5 Cancel**

2.9 Mini Reg (if "I don't have access to this contact point" is selected)



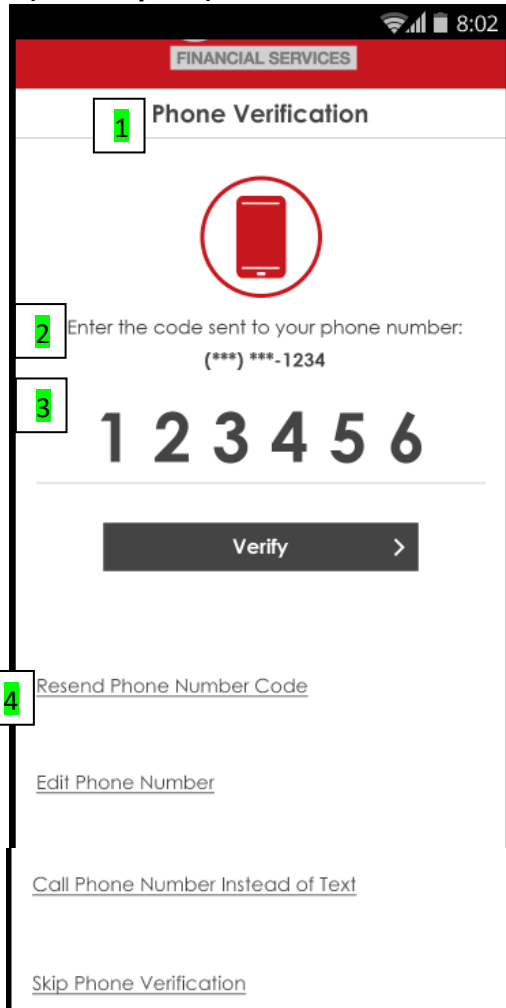
[arrow]
Center Nav: [Toyota Financial Services Logo]

- 1 Login
- 2 Account Information
- 3 Please provide the following information:
- 4 Account Number
[info bubble]
You can find your account number on your billing statement. Please do not include any special characters such as %, - or spaces.
[text box]
- 5 Last 4 Digits of your SSN / Tax ID
[text box]
- 6 Button [Cancel]
Button [Continue]

[arrow]
Center Nav: [Lexus Financial Services Logo]

- 1 Login
- 2 Account Information
- 3 Please provide the following information:
- 4 Account Number
[info bubble]
You can find your account number on your billing statement. Please do not include any special characters such as %, - or spaces.
[text box]
- 5 Last 4 Digits of your SSN / Tax ID
[text box]
- 6 Button [Cancel]
Button [Continue]

2.10 Identity Verification (Phone by text)

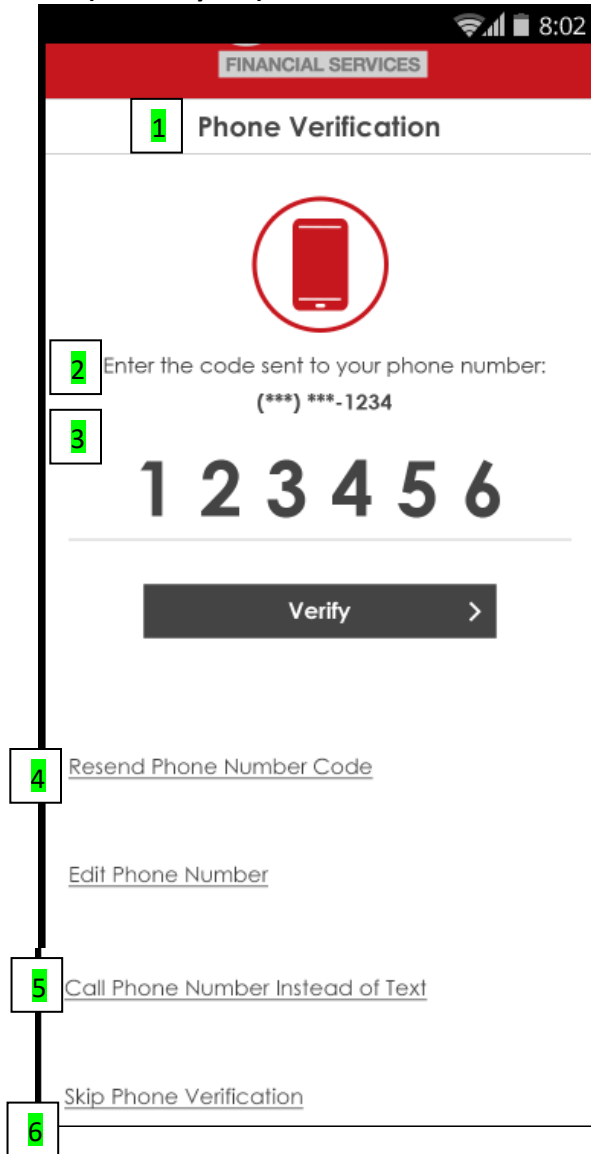


- 1 Phone Verification
- 2 Enter the code sent to your phone number:
(**) ***-1234
- 3 1 2 3 4 5 6
- 4 Resend Phone Number Code
- 5 Edit Phone Number
- 6 Call Phone Number Instead of Text
- 7 Skip Phone Verification

- 1 Security Code Verification
[phone icon]
- 2 A verification code was sent to (**) *** - 1234
- 3 Enter Verification Code
[numeric input field]
- Button [Verify]
- 4 Send New Verification Code to Phone Number
Call Phone Number Instead of Text
Verify by Email instead
- 5 I don't have access to this contact point
- 6 Cancel

- 1 Security Code Verification
[phone icon]
- 2 A verification code was sent to (**) *** - 1234
- 3 Enter Verification Code
[numeric input field]
- Button [Verify]
- 4 Send New Verification Code to Phone Number
Call Phone Number Instead of Text
Verify by Email instead
- 5 I don't have access to this contact point
- 6 Cancel

2.11 Identity Verification (Phone by call)



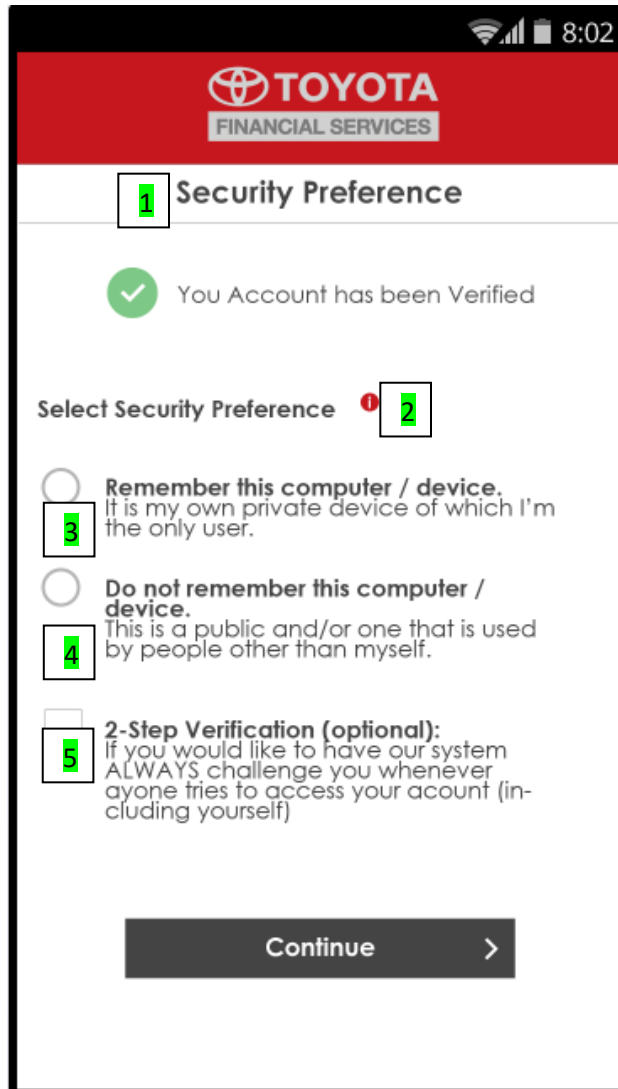
Center Nav: [Toyota Financial Services Logo]

- 1 Security Code Verification
[phone icon]
- 2 You should receive a call with the code at [phone number]
- 3 Enter Verification Code
[numeric input field]
- Button [Verify]
- 4 Send New Verification Code to Phone Number
Text Phone Number Instead of Call
- 5 Verify by Email instead
- 6 I don't have access to this contact point
Cancel

Center Nav: [Lexus Financial Services Logo]

- 1 Security Code Verification
[phone icon]
- 2 You should receive a call with the code at [phone number]
- 3 Enter Verification Code
[numeric input field]
- Button [Verify]
- 4 Send New Verification Code to Phone Number
Text Phone Number Instead of Call
- 5 Verify by Email instead
- 6 I don't have access to this contact point
Cancel

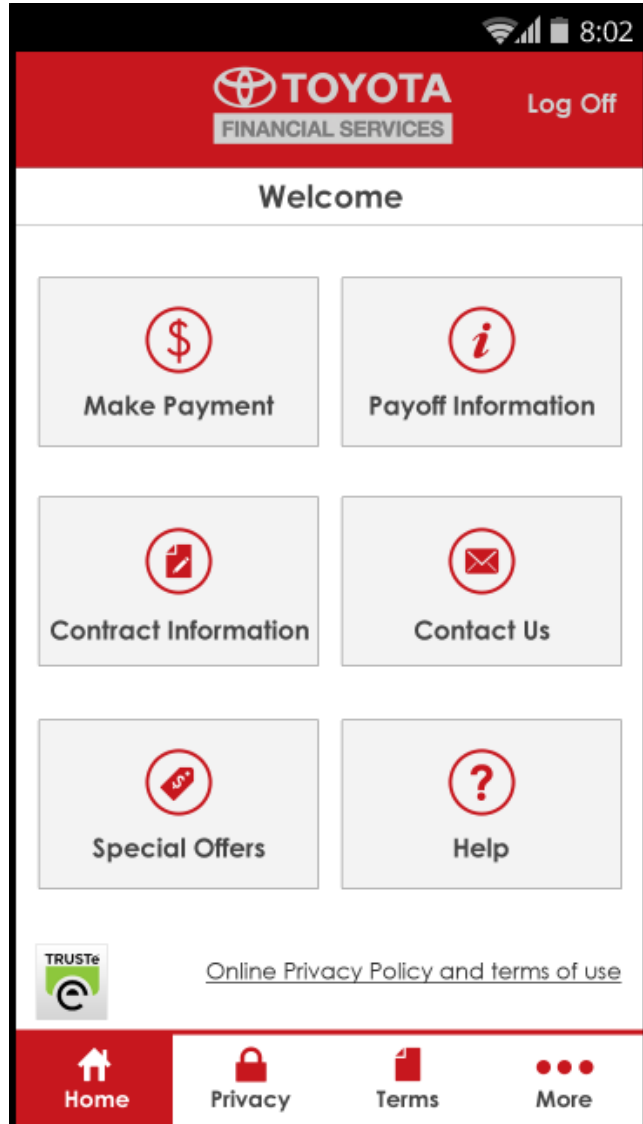
2.12 Security Preferences - MFA Challenge - Remember This Device?



- Center Nav: [Toyota Financial Services Logo]
- 1 Security Setup
[✓]Your Account Has Been Verified
- 2 Select Security Preference
- 3 [radio button] Remember this computer / device. I am the only user of this computer / device.
- 4 [check box] 2-Step Verification (Optional): For additional security, 2-step verification requires your password and a unique verification code at every login. The verification code will be sent to your preferred verification method (text, call or email), which can be updated in your Security settings.
- 5 [radio button] Do not remember this computer / device. There are other users of this shared computer / device.
- Button [Continue]

- Center Nav: [Lexus Financial Services Logo]
- 1 Security Setup
[✓]Your Account Has Been Verified
- 2 Select Security Preference
- 3 [radio button] Remember this computer / device. I am the only user of this computer / device.
- 4 [check box] 2-Step Verification (Optional): For additional security, 2-step verification requires your password and a unique verification code at every login. The verification code will be sent to your preferred verification method (text, call or email), which can be updated in your Security settings.
- 5 [radio button] Do not remember this computer / device. There are other users of this shared computer / device.
- Button [Continue]

2.13 My Account



No copy change

No copy change