

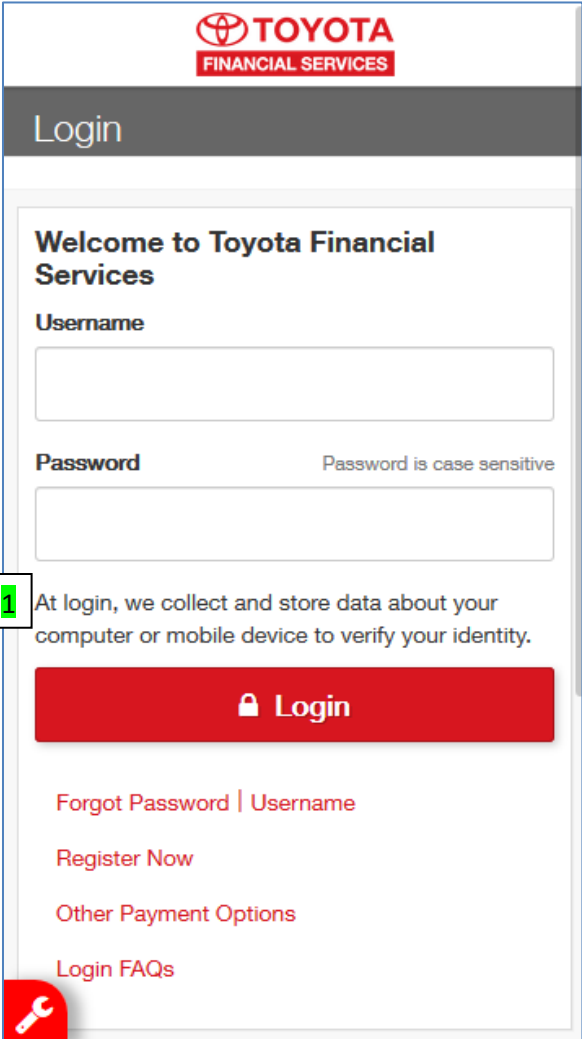
CP2423 – Multi Factor Authentication (MFA) –

Self Service / Conversion (Mobile & Desktop Views)

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

1.0 MFA SELF-SERVICE FLOWS

1.1 (U1) FORGOT USERNAME NON MFA W/SQA (PRIVATE & PUBLIC)

Page	Mobile Web Prototype Pages	TFS mWeb Proposed Content	LFS mWeb Proposed Content
1	<p data-bbox="282 349 362 381">Login</p>  <p>The prototype shows the Toyota Financial Services login screen. It features the Toyota logo at the top, followed by a 'Login' header. Below the header is a 'Welcome to Toyota Financial Services' message. There are two input fields: 'Username' and 'Password'. The password field has a note 'Password is case sensitive'. A red 'Login' button is at the bottom, accompanied by links for 'Forgot Password Username', 'Register Now', 'Other Payment Options', and 'Login FAQs'. A red wrench icon is in the bottom right corner. A callout box with a green '1' points to the text: 'At login, we collect and store data about your computer or mobile device to verify your identity.'</p>	<p data-bbox="1257 349 1545 373">[Toyota Financial Services Logo]</p> <p data-bbox="1257 397 1311 422">Login</p> <p data-bbox="1257 446 1599 470">Welcome to Toyota Financial Services</p> <p data-bbox="1257 495 1357 519">Username [text box]</p> <p data-bbox="1257 576 1357 600">Password Password is case sensitive [text box]</p> <p data-bbox="1223 673 1868 738">1 At login, we collect and store data about your device (i.e., smartphone, computer or tablet) to verify your identity.</p> <p data-bbox="1257 755 1384 779">Button [Login]</p> <p data-bbox="1257 812 1518 917">Forgot Password Username Register Now Other Payment Options Login FAQs</p>	<p data-bbox="1905 349 2190 373">[Lexus Financial Services logo]</p> <p data-bbox="1905 397 1959 422">Login</p> <p data-bbox="1905 446 2244 470">Welcome to Lexus Financial Services</p> <p data-bbox="1905 495 2005 519">Username [text box]</p> <p data-bbox="1905 576 2005 600">Password Password is case sensitive [text box]</p> <p data-bbox="1868 673 2432 738">1 At login, we collect and store data about your device (i.e., smartphone, computer or tablet) to verify your identity.</p> <p data-bbox="1905 755 2032 779">Button [Login]</p> <p data-bbox="1905 812 2166 917">Forgot Password Username Register Now Other Payment Options Login FAQs</p>

2

Acct. Mgmt. email

The screenshot shows the Toyota Financial Services 'Forgot Username' form. At the top is the Toyota Financial Services logo. Below it is the title 'Forgot Username'. A grey bar contains the text 'Consequat nisi aliqua consectetur adipiscing aliqua ipsum elit.' with a green callout box '1' pointing to it. Below this is the label 'Account Management Email Address' with a green callout box '2' pointing to the text box. Underneath is the link 'Forgot Account Management Email Address?' with a green callout box '3' pointing to it. At the bottom are 'Cancel' and 'Continue' buttons. The footer includes links for 'Online Policies and Agreements', 'Online Privacy Policy', and 'Fair Lending', a TRUSTe Certified Privacy logo, and a note that Toyota Financial Services is a service mark of Toyota.

[Toyota Financial Services Logo]

Forgot Username

1 Please enter your information below to retrieve your username.

2 Account Management Email
[text box]

3 [Forgot Account Management Email ?](#)

Button [Cancel]
Button [Continue]

[Lexus Financial Services Logo]

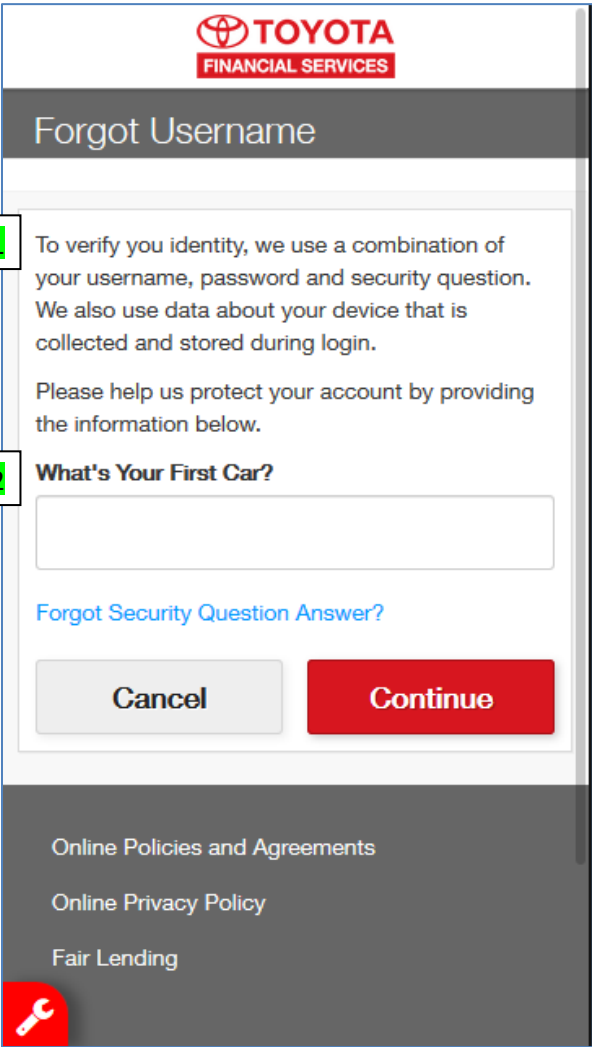
Forgot Username

1 Please enter your information below to retrieve your username.

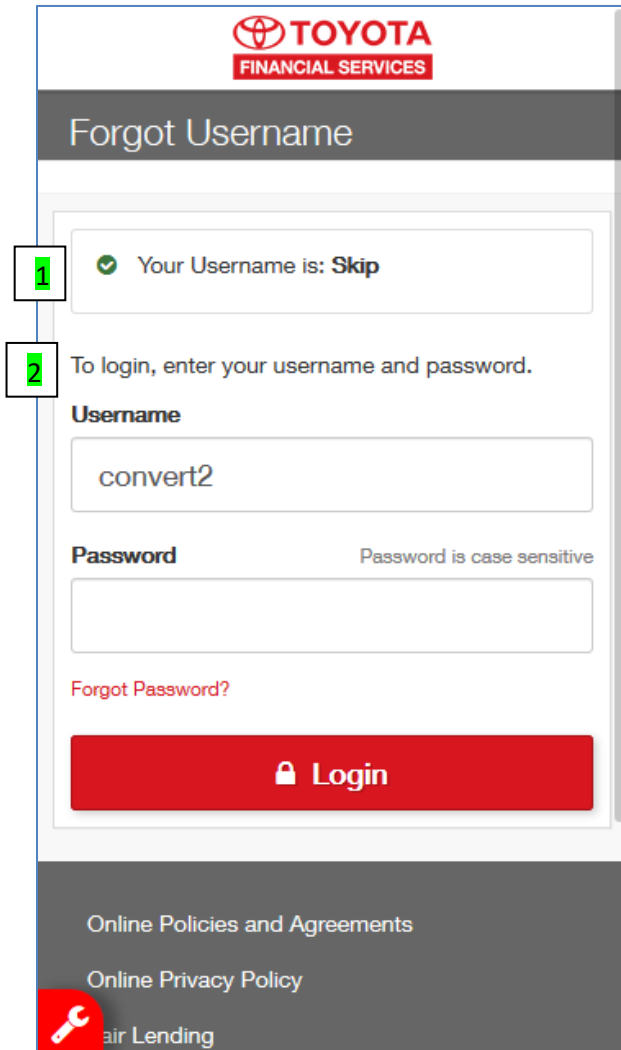
2 Account Management Email
[text box]

3 [Forgot Account Management Email ?](#)

Button [Cancel]
Button [Continue]

<p>3</p>	<p>SQA1 - Production</p> 	<p>[Toyota Financial Services Logo]</p> <p>Forgot Username</p> <p>1 To verify your identity, we may use a combination of your username, password and security question, along with a verification code. We also use data about your device that is collected and stored during login.</p> <p>Please help us protect your account by providing the information below.</p> <p>2 What was your first car? [text box]</p> <p>Forgot Security Question Answer?</p> <p>Button [Cancel] Button [Continue]</p>	<p>[Lexus Financial Services Logo]</p> <p>Forgot Username</p> <p>1 To verify your identity, we may use a combination of your username, password and security question, along with a verification code. We also use data about your device that is collected and stored during login.</p> <p>Please help us protect your account by providing the information below.</p> <p>2 What was your first car? [text box]</p> <p>Forgot Security Question Answer?</p> <p>Button [Cancel] Button [Continue]</p>
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4 Display username on Login screen - User can log in to complete Conversion - NEW



1

2

[Toyota Financial Services Logo]

Forgot Username

[✓] Your **username** is: [Username]

1

To **log in, please** enter your username and password.

2

Username
[text box]

Password
Password is case sensitive
[text box]

[Forgot Password?](#)

Button [Login]

[Lexus Financial Services Logo]

Forgot Username

1

[✓] Your **username** is: [Username]

2

To **log in, please** enter your username and password.

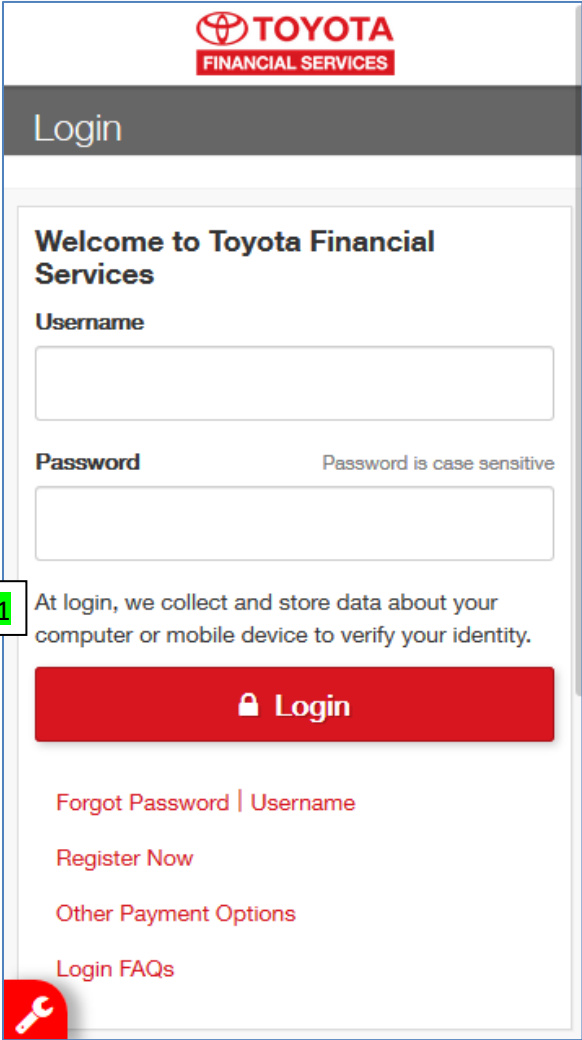
Username
[text box]

Password
Password is case sensitive
[text box]

[Forgot Password?](#)

Button [Login]

1.2 (U2) FORGOT USERNAME NON MFA NO SQA - (OR 1 YEAR AFTER MFA RELEASE

<p>1</p>	<p>Login</p> 	<p>[Toyota Financial Services Logo]</p> <p>Login</p> <p>Welcome to Toyota Financial Services</p> <p>Username [text box]</p> <p>Password Password is case sensitive [text box]</p> <p>1 At login, we collect and store data about your device (i.e., smartphone, computer or tablet) to verify your identity.</p> <p>Button [Login]</p> <p>Forgot Password Username Register Now Other Payment Options Login FAQs</p>	<p>[Lexus Financial Services logo]</p> <p>Login</p> <p>Welcome to Lexus Financial Services</p> <p>Username [text box]</p> <p>Password Password is case sensitive [text box]</p> <p>1 At login, we collect and store data about your device (i.e., smartphone, computer or tablet) to verify your identity.</p> <p>Button [Login]</p> <p>Forgot Password Username Register Now Other Payment Options Login FAQs</p>
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2

Acct. Mgmt. email

The screenshot shows the Toyota Financial Services 'Forgot Username' form. At the top is the Toyota Financial Services logo. Below it is the title 'Forgot Username'. A placeholder text reads 'Consequat nisi aliqua consectetur adipiscing aliqua ipsum elit.' A text input field is labeled 'Account Management Email Address'. Below the field is a link 'Forgot Account Management Email Address?'. At the bottom are 'Cancel' and 'Continue' buttons. A footer contains links for 'Online Policies and Agreements', 'Online Privacy Policy', and 'Fair Lending', along with the TRUSTe Certified Privacy logo and a note that Toyota Financial Services is a service mark of Toyota.

1 Consequat nisi aliqua consectetur adipiscing aliqua ipsum elit.

2 Account Management Email Address

3 Forgot Account Management Email Address?

Cancel Continue

Online Policies and Agreements
Online Privacy Policy
Fair Lending

TRUSTe
CERTIFIED PRIVACY

Toyota Financial Services is a service mark of Toyota

[Toyota Financial Services Logo]

Forgot Username

1 Please enter your information below to retrieve your username.

2 Account Management Email
[text box]

3 Forgot Account Management Email ?

Button [Cancel]
Button [Continue]

[Lexus Financial Services Logo]

Forgot Username

1 Please enter your information below to retrieve your username.

2 Account Management Email
[text box]

3 Forgot Account Management Email ?

Button [Cancel]
Button [Continue]

3 Mini Reg - Replaces missing SQA on account

1 Protect Your Account
liuupsum text block description for tablet/desktop layout

2 Account number ❗

3 Last 4 digits of your SSN
X X X - X X - XXXX

4 [Call Customer Service for Account Access](#)

Cancel Continue

Online Policies and Agreements
Online Privacy Policy
Fair Lending

[Toyota Financial Services Logo]

Forgot Username

- 1** Account Information
- 2** Please provide the following information:
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 boxes]
- 3** Last 4 Digits of your SSN / Tax ID
[text boxes]
- Button [Cancel]
Button [Continue]
- 4**

[Lexus Financial Services Logo]

Forgot Username

- 1** Account Information
- 2** Please provide the following information:
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 boxes]
- 3** Last 4 Digits of your SSN / Tax ID
[text boxes]
- Button [Cancel]
Button [Continue]
- 4**

4

Display username on Login screen - User can log in to complete Conversion

1 ✓ Your Username is: **Skip**

2 To login, enter your username and password.

Username
convert2

Password Password is case sensitive

Forgot Password?

Login

Online Policies and Agreements
Online Privacy Policy
Fair Lending

[Toyota Financial Services Logo]

Forgot Username

1 [✓] Your **username** is: [Username]

2 To **log in, please** enter your username and password.

Username
[text box]

Password
Password is case sensitive
[text box]

Forgot Password?

Button [Login]

[Lexus Financial Services Logo]

Forgot Username

1 [✓] Your **username** is: [Username]

2 To **log in, please** enter your username and password.

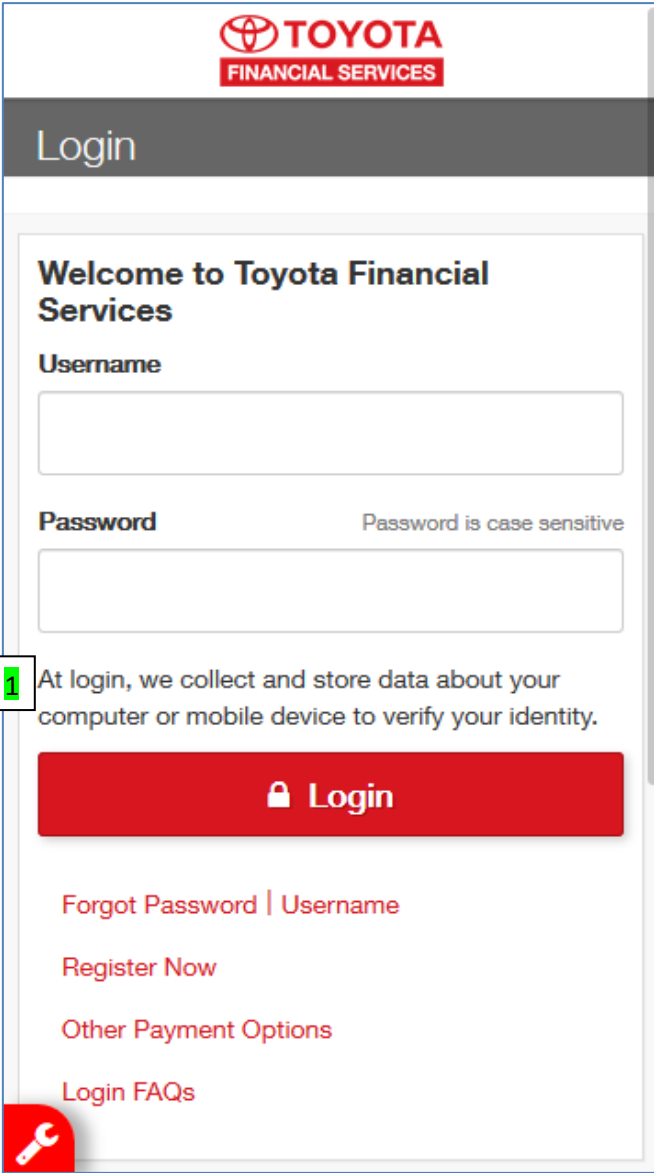
Username
[text box]

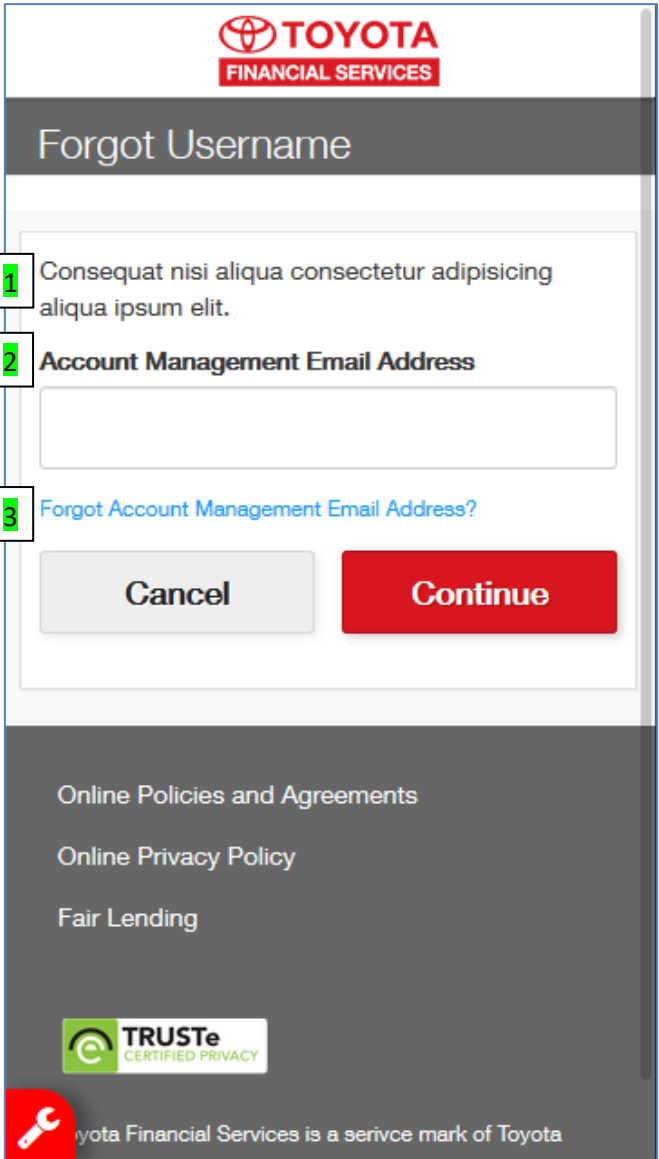
Password
Password is case sensitive
[text box]

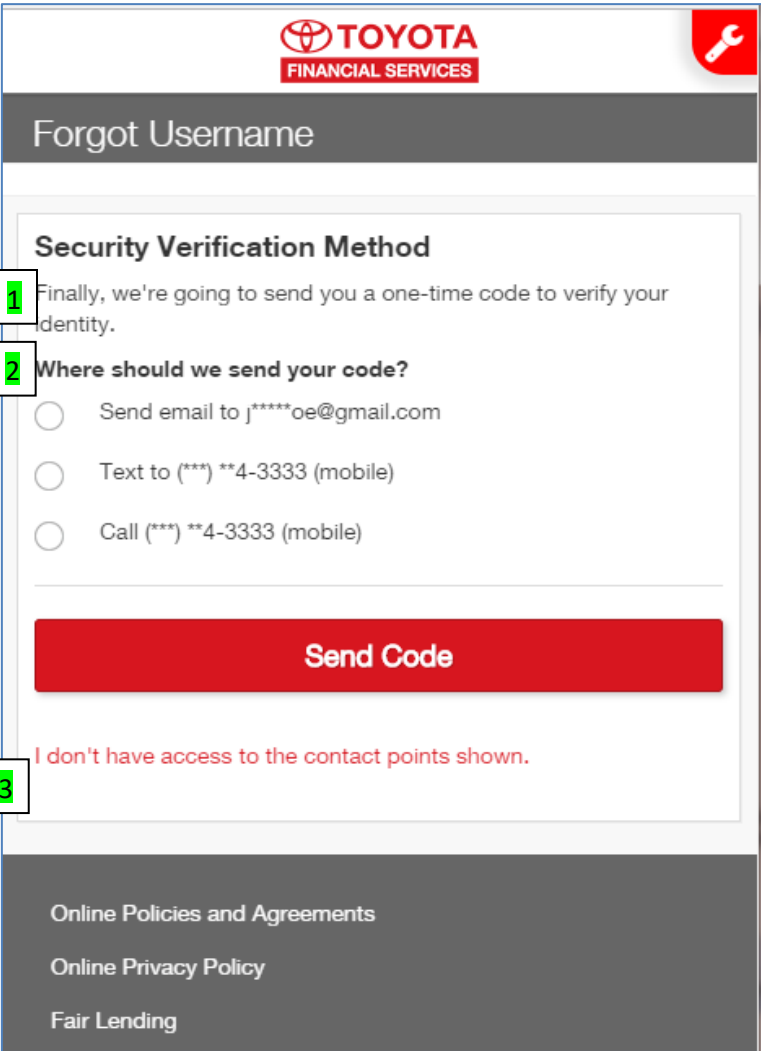
Forgot Password?

Button [Login]

1.3 (U3/U4) FORGOT USERNAME MFA COMPLIANT (PRIVATE & PUBLIC DEVICES)

<p>1</p>	<p>Login</p>  <p>1 At login, we collect and store data about your computer or mobile device to verify your identity.</p>	<p>[Toyota Financial Services Logo]</p> <p>Login</p> <p>Welcome to Toyota Financial Services</p> <p>Username [text box]</p> <p>Password Password is case sensitive [text box]</p> <p>1 At login, we collect and store data about your device (i.e., smartphone, computer or tablet) to verify your identity.</p> <p>Button [Login]</p> <p>Forgot Password Username Register Now Other Payment Options Login FAQs</p>	<p>[Lexus Financial Services logo]</p> <p>Login</p> <p>Welcome to Lexus Financial Services</p> <p>Username [text box]</p> <p>Password Password is case sensitive [text box]</p> <p>1 At login, we collect and store data about your device (i.e., smartphone, computer or tablet) to verify your identity.</p> <p>Button [Login]</p> <p>Forgot Password Username Register Now Other Payment Options Login FAQs</p>
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2	<p>Acct. Mgmt. email</p>  <p>1 Consequat nisi aliqua consectetur adipiscing aliqua ipsum elit.</p> <p>2 Account Management Email Address</p> <p>3 Forgot Account Management Email Address?</p> <p>Cancel Continue</p> <p>Online Policies and Agreements Online Privacy Policy Fair Lending</p> <p>TRUSTe CERTIFIED PRIVACY</p> <p>Toyota Financial Services is a service mark of Toyota</p>	<p>[Toyota Financial Services Logo]</p> <p>Forgot Username</p> <p>1 Please enter your information below to retrieve your username.</p> <p>2 Account Management Email [text box]</p> <p>3 Forgot Account Management Email ?</p> <p>Button [Cancel] Button [Continue]</p>	<p>[Lexus Financial Services Logo]</p> <p>Forgot Username</p> <p>1 Please enter your information below to retrieve your username.</p> <p>2 Account Management Email [text box]</p> <p>3 Forgot Account Management Email ?</p> <p>Button [Cancel] Button [Continue]</p>
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3	<p>MFA Challenge</p>  <p>1 Finally, we're going to send you a one-time code to verify your identity.</p> <p>2 Where should we send your code?</p> <p><input type="radio"/> Send email to j****oe@gmail.com</p> <p><input type="radio"/> Text to (***) **4-3333 (mobile)</p> <p><input type="radio"/> Call (***) **4-3333 (mobile)</p> <p>Send Code</p> <p>I don't have access to the contact points shown.</p> <p>3</p> <p>Online Policies and Agreements</p> <p>Online Privacy Policy</p> <p>Fair Lending</p>	<p>[Toyota Financial Services Logo]</p> <p>Forgot Username</p> <p>Security Verification Method</p> <p>1 To confirm your identity, we will either email, text or call you with verification code. Please select your preference:</p> <p>[radio button] Send email to [email address]</p> <p>[radio button] Text to [phone # "(XXX) XXX-XXXX] (mobile)</p> <p>[radio button] Call [phone # "(XXX) XXX-XXXX] (mobile)</p> <p>Button [Send Code]</p> <p>I don't have access to the contact points shown.</p> <p>2 Cancel</p>	<p>[Lexus Financial Services Logo]</p> <p>Forgot Username</p> <p>Security Verification Method</p> <p>1 To confirm your identity, we will either email, text or call you with a verification code. Please select your preference:</p> <p>[radio button] Send email to [email address]</p> <p>[radio button] Text to [phone # "(XXX) XXX-XXXX] (mobile)</p> <p>[radio button] Call [phone # "(XXX) XXX-XXXX] (mobile)</p> <p>Button [Send Code]</p> <p>I don't have access to the contact points shown.</p> <p>2 Cancel</p>
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4	<p>Model displayed when I don't have access to the contact points shown. is selected. (New)</p> <div data-bbox="419 297 1083 615"><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><hr/><p>Close</p></div>	<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>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>Button [Close]</p>
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5 MFA Challenge - Email verification

The screenshot shows the Toyota Financial Services 'Forgot Username' page. At the top is the Toyota logo and 'FINANCIAL SERVICES' with a wrench icon. Below is a dark header with 'Forgot Username'. The main content area is titled 'Identity Verification'. Step 1 points to the title. Step 2 points to a green checkmark and the text 'A code was sent to *****oe@gmail.com'. Step 3 points to the 'Enter Email Code' section, which includes an envelope icon, a text box, and a red 'Verify' button. Step 4 points to three red links: 'Resend Email Code', 'Verify by Phone Number Instead', and 'I don't have access to this contact point'. Step 5 points to the footer area containing 'Online Policies and Agreements', 'Online Privacy Policy', and 'Fair Lending'.

[Toyota Financial Services logo]

Forgot Username
Security Code Verification

- 1 [✓] A verification code was sent to [email address]
- 2 [✓] A verification code was sent to [phone number]

3 Enter Email Verification Code
[envelope icon] [text box]
Button [Verify]

- 4 Email New Verification Code
- 5 Verify by Phone Number instead
- 6 I don't have access to this contact point
- 7 Cancel

5

[Lexus Financial Services logo]

Forgot Username
Security Code Verification

- 1 [✓] A verification code was sent to [email address]
- 2 [✓] A verification code was sent to [phone number]

3 Enter Email Verification Code
[envelope icon] [text box]
Button [Verify]

- 4 Email New Verification Code
- 5 Verify by Phone Number instead
- 6 I don't have access to this contact point
- 7 Cancel

5

6 Display username on Login screen

1 ✓ Your Username is: Skip

2 To login, enter your username and password.

Username

Password Password is case sensitive

Forgot Password?

Login

Online Policies and Agreements

Online Privacy Policy

Fair Lending

[Toyota Financial Services Logo]

Forgot Username

1 [✓] Your **username** is: [Username]

2 To **log in, please** enter your username and password.

Username
[text box]

Password
Password is case sensitive
[text box]

Forgot Password?

Button [Login]

[Lexus Financial Services Logo]

Forgot Username

1 [✓] Your **username** is: [Username]

2 To **log in, please** enter your username and password.

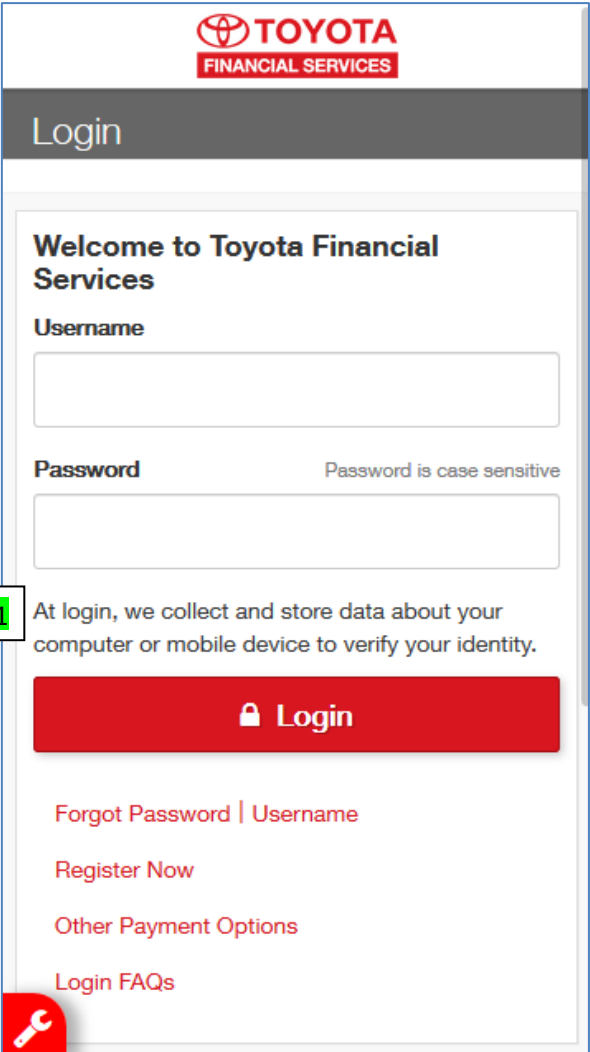
Username
[text box]

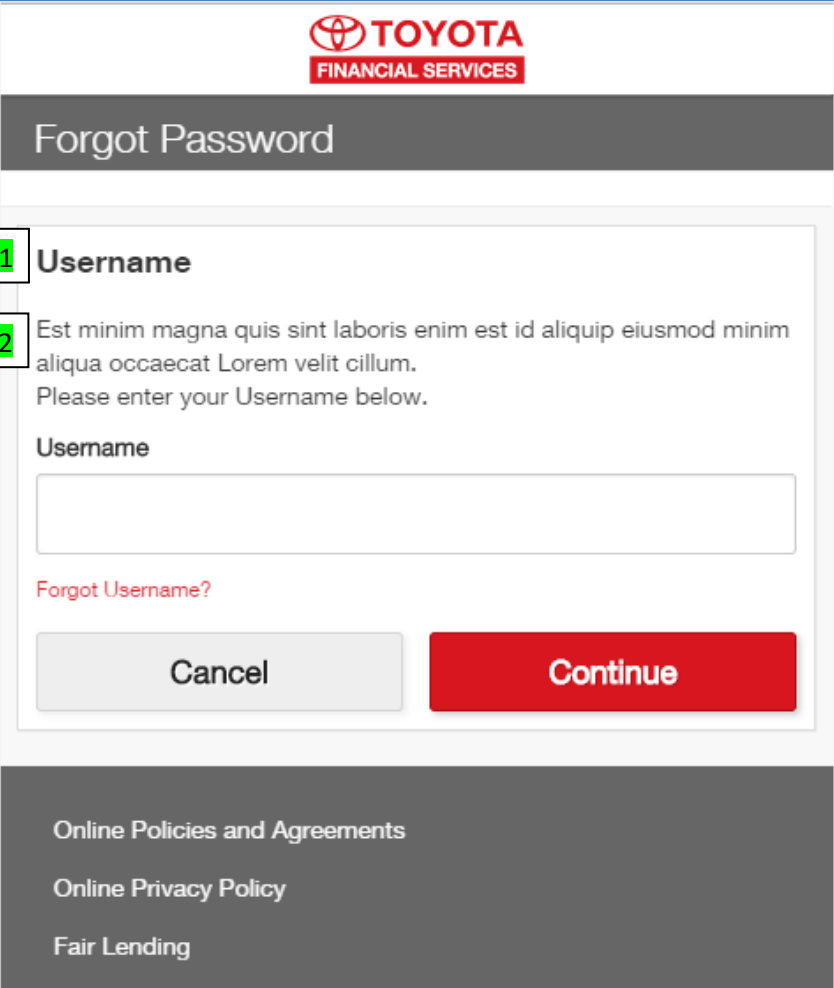
Password
Password is case sensitive
[text box]

Forgot Password?

Button [Login]

1.4 (P1) FORGOT PASSWORD NON MFA W/ SQA (PRIVATE & PUBLIC DEVICES)

<p>1</p>	<p>Login</p>  <p>At login, we collect and store data about your computer or mobile device to verify your identity.</p>	<p>[Toyota Financial Services Logo]</p> <p>Login</p> <p>Welcome to Toyota Financial Services</p> <p>Username [text box]</p> <p>Password Password is case sensitive [text box]</p> <p>i At login, we collect and store data about your device (i.e., smartphone, computer or tablet) to verify your identity.</p> <p>Button [Login]</p> <p>Forgot Password Username Register Now Other Payment Options Login FAQs</p>	<p>[Lexus Financial Services logo]</p> <p>Login</p> <p>Welcome to Lexus Financial Services</p> <p>Username [text box]</p> <p>Password Password is case sensitive [text box]</p> <p>i At login, we collect and store data about your device (i.e., smartphone, computer or tablet) to verify your identity.</p> <p>Button [Login]</p> <p>Forgot Password Username Register Now Other Payment Options Login FAQs</p>
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2	<p>Username</p> 	<p>[Toyota Financial Services Logo]</p> <p>Forgot Password Please enter your information below to retrieve your password.</p> <p>1</p> <p>Username [text box]</p> <p>2</p> <p>Forgot Username?</p> <p>Button [Cancel] Button [Continue]</p>	<p>[Lexus Financial Services Logo]</p> <p>Forgot Password Please enter your information below to retrieve your password.</p> <p>2</p> <p>Username [text box]</p> <p>Forgot Username?</p> <p>Button [Cancel] Button [Continue]</p>
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3 SQA 1 & 2

1 Please answer the following questions.

Security Question:
What was your first car?
Enter Answer

[Forgot Answer?](#)

Security Question:
What was the first name of your first boyfriend or girlfriend?
Enter Answer

[Forgot Answer?](#)

Cancel **Continue**

Online Policies and Agreements
Online Privacy Policy
Fair Lending

[Toyota Financial Services Logo]

Forgot Password

1

To verify your identity, please answer the following questions.

Security Question:

What was your first car?

Enter Answer

[text box]

[Forgot Answer?](#)

Security Question:

What was the first name of your first boyfriend or girlfriend?

Enter Answer

[text box]

[Forgot Answer?](#)

Button [Cancel]

Button [Continue]

[Lexus Financial Services Logo]

Forgot Password

1

To verify your identity, please answer the following questions.

Security Question:

What was your first car?

Enter Answer

[text box]

[Forgot Answer?](#)

Security Question:

What was the first name of your first boyfriend or girlfriend?

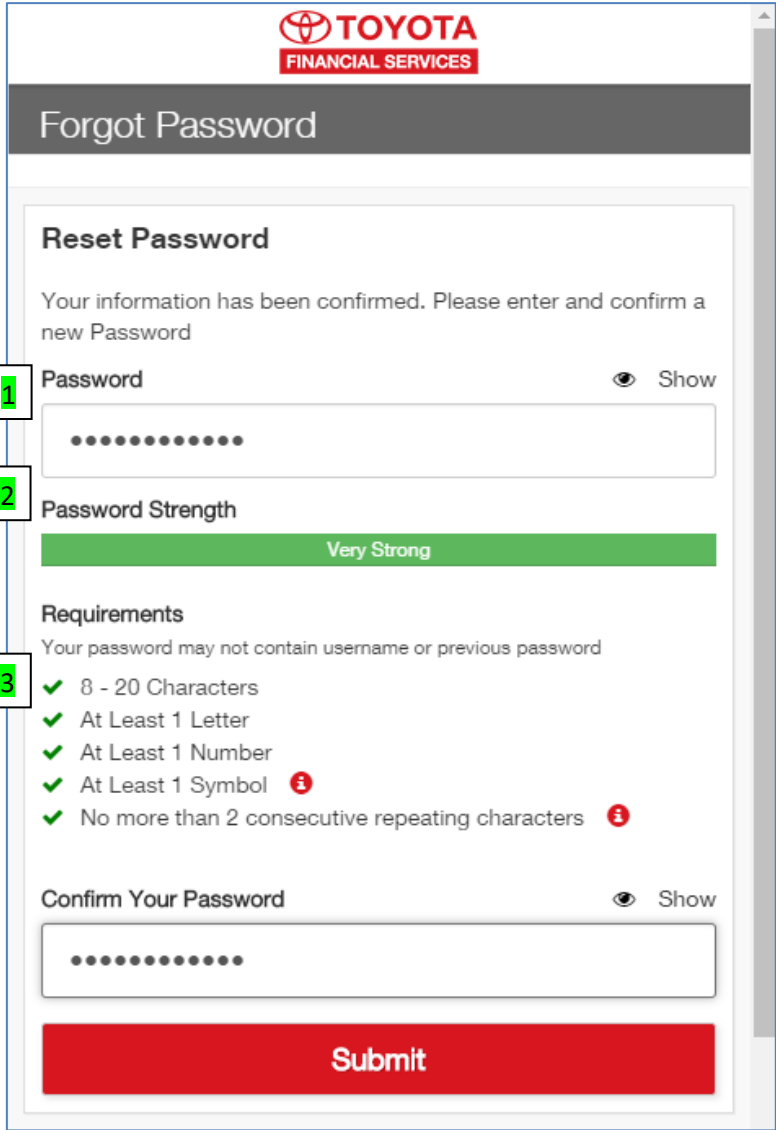
Enter Answer

[text box]

[Forgot Answer?](#)

Button [Cancel]

Button [Continue]

4	<p>New password</p> 	<p>[Toyota Financial Services Logo]</p> <p>Forgot Password</p> <p>Reset Password</p> <p>1 Your information has been confirmed. Please enter and confirm a new password.</p> <p>2 Password Password is case sensitive [eye icon] Show [text box]</p> <p>Password Strength [scale]</p> <p>Requirements Your password may not contain username or previous password. [X or check] 8 - 20 characters [X or check] At least 1 letter [X or check] At least 1 number [X or check] At least 1 symbol [info bubble] ~ ! @ # \$ % ^ & * () _ + - = [] \ ; ' , . / : " [X or check] No more than 2 consecutive repeating characters [info bubble] 111, aaa, !!!</p> <p>Confirm Your Password [eye icon] Show [text box]</p> <p>Button [Submit]</p>	<p>[Lexus Financial Services Logo]</p> <p>Forgot Password</p> <p>Reset Password</p> <p>1 Your information has been confirmed. Please enter and confirm a new password.</p> <p>2 Password Password is case sensitive [eye icon] Show [text box]</p> <p>Password Strength [scale]</p> <p>Requirements Your password may not contain username or previous password. [X or check] 8 - 20 characters [X or check] At least 1 letter [X or check] At least 1 number [X or check] At least 1 symbol [info bubble] ~ ! @ # \$ % ^ & * () _ + - = [] \ ; ' , . / : " [X or check] No more than 2 consecutive repeating characters [info bubble] 111, aaa, !!!</p> <p>Confirm Your Password [eye icon] Show [text box]</p> <p>Button [Submit]</p>
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8

Login

TOYOTA
FINANCIAL SERVICES

Forgot Password

✔ Your password has been reset.

To login, enter your username and password.

Username
convert2

Password Password is case sensitive

Login

Online Policies and Agreements
Online Privacy Policy
Fair Lending

[Toyota Financial Services Logo]

Forgot Password

[✔] Your password has been reset.

1 To log in, please enter your username and password.

Username

[text box]

Password

Password is case sensitive

[text box]

Button [Login]

[Lexus Financial Services Logo]

Forgot Password

[✔] Your password has been reset.

1 To log in, please enter your username and password.

Username

[text box]

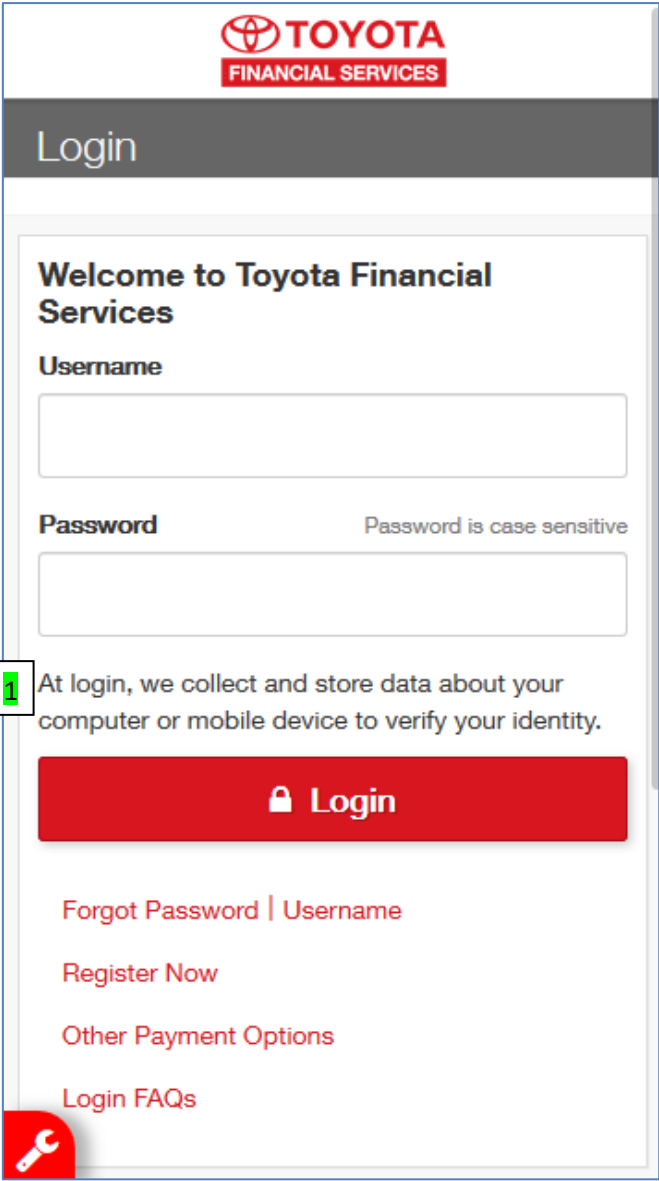
Password

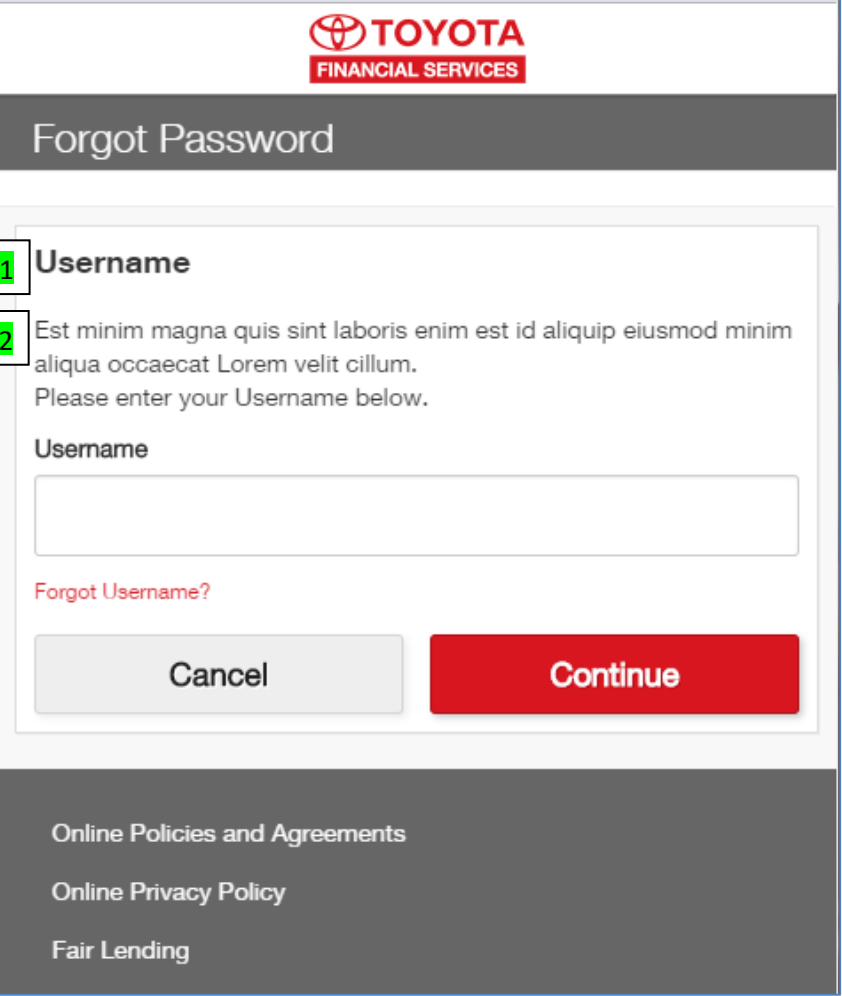
Password is case sensitive

[text box]

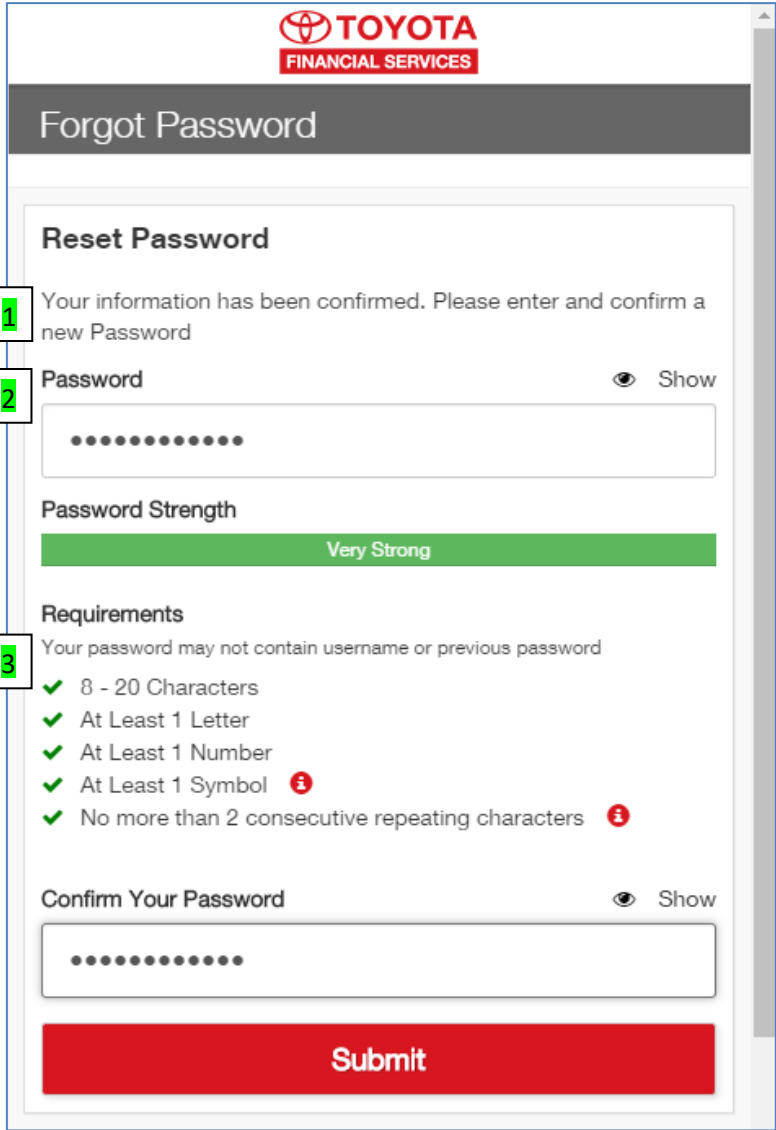
Button [Login]

1.5 (P2) FORGOT PASSWORD NON MFA COMPLIANT NO SQA - OR ONE YEAR AFTER MFA RELEASE

1	<p>Login</p>  <p>The screenshot shows the Toyota Financial Services login page. At the top is the Toyota Financial Services logo. Below it is a dark grey header with the word 'Login' in white. The main content area has a white background with a grey border. It says 'Welcome to Toyota Financial Services' in bold. Below that are two text input fields: 'Username' and 'Password'. The password field has a small note 'Password is case sensitive' to its right. At the bottom of the form is a red button with a white lock icon and the text 'Login'. Below the button are four links: 'Forgot Password Username', 'Register Now', 'Other Payment Options', and 'Login FAQs'. A red circular icon with a white key is in the bottom right corner. A green box with the number '1' is positioned to the left of the text: 'At login, we collect and store data about your computer or mobile device to verify your identity.'</p>	<p>[Toyota Financial Services Logo]</p> <p>Login</p> <p>Welcome to Toyota Financial Services</p> <p>Username [text box]</p> <p>Password Password is case sensitive [text box]</p> <p>1 At login, we collect and store data about your device (i.e., smartphone, computer or tablet) to verify your identity.</p> <p>Button [Login]</p> <p>Forgot Password Username Register Now Other Payment Options Login FAQs</p>	<p>[Lexus Financial Services logo]</p> <p>Login</p> <p>Welcome to Lexus Financial Services</p> <p>Username [text box]</p> <p>Password Password is case sensitive [text box]</p> <p>1 At login, we collect and store data about your device (i.e., smartphone, computer or tablet) to verify your identity.</p> <p>Button [Login]</p> <p>Forgot Password Username Register Now Other Payment Options Login FAQs</p>
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2	<p>Username</p> 	<p>[Toyota Financial Services Logo]</p> <p>Forgot Password</p> <p>1 Please enter your information below to retrieve your password.</p> <p>2 Username [text box]</p> <p>Forgot Username?</p> <p>Button [Cancel] Button [Continue]</p>	<p>[Lexus Financial Services Logo]</p> <p>Forgot Password</p> <p>1 Please enter your Username below to retrieve your password.</p> <p>2 Username [text box]</p> <p>Forgot Username?</p> <p>Button [Cancel] Button [Continue]</p>
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3	<p>Mini Reg</p>	<p>[Toyota Financial Services Logo]</p> <p>Forgot Password</p> <p>1 Account Information</p> <p>2 Please provide the following information:</p> <p>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.</p> <p>3 Last 4 Digits of your SSN / Tax ID</p> <p>Button [Cancel] Button [Continue]</p> <p>4</p>	<p>[Lexus Financial Services Logo]</p> <p>Forgot Password</p> <p>1 Account Information</p> <p>2 Please provide the following information:</p> <p>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.</p> <p>3 Last 4 Digits of your SSN / Tax ID</p> <p>Button [Cancel] Button [Continue]</p> <p>4</p>
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4	<p>New password</p>  <p>1 Your information has been confirmed. Please enter and confirm a new Password</p> <p>2 Password [eye icon] Show</p> <p>.....</p> <p>Password Strength</p> <p>Very Strong</p> <p>Requirements</p> <p>3 Your password may not contain username or previous password</p> <ul style="list-style-type: none"> ✓ 8 - 20 Characters ✓ At Least 1 Letter ✓ At Least 1 Number ✓ At Least 1 Symbol i ✓ No more than 2 consecutive repeating characters i <p>Confirm Your Password [eye icon] Show</p> <p>.....</p> <p>Submit</p>	<p>[Toyota Financial Services Logo]</p> <p>Forgot Password</p> <p>Reset Password</p> <p>1 Your information has been confirmed. Please enter and confirm a new password.</p> <p>2 Password Password is case sensitive [eye icon] Show [text box]</p> <p>Password Strength [scale]</p> <p>Requirements Your password may not contain username or a previous password.</p> <p>3 X or check 8 - 20 characters [X or check] At least 1 letter [X or check] At least 1 number [X or check] At least 1 symbol [info bubble] ~ ! @ # \$ % ^ & * () _ + - = [] \ ; ' , . / : " [X or check] No more than 2 consecutive repeating characters [info bubble] 111, aaa, !!!</p> <p>Confirm Your Password [eye icon] Show [text box]</p> <p>Button [Submit]</p>	<p>[Lexus Financial Services Logo]</p> <p>Forgot Password</p> <p>Reset Password</p> <p>1 Your information has been confirmed. Please enter and confirm a new password.</p> <p>2 Password Password is case sensitive [eye icon] Show [text box]</p> <p>Password Strength [scale]</p> <p>Requirements Your password may not contain username or previous password.</p> <p>3 X or check 8 - 20 characters [X or check] At least 1 letter [X or check] At least 1 number [X or check] At least 1 symbol [info bubble] ~ ! @ # \$ % ^ & * () _ + - = [] \ ; ' , . / : " [X or check] No more than 2 consecutive repeating characters [info bubble] 111, aaa, !!!</p> <p>Confirm Your Password [eye icon] Show [text box]</p> <p>Button [Submit]</p>
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5

Login

TOYOTA
FINANCIAL SERVICES

Forgot Password

✔ Your password has been reset.

To login, enter your username and password.

Username
convert2

Password Password is case sensitive

Login

[Online Policies and Agreements](#)
[Online Privacy Policy](#)
[Fair Lending](#)

[Toyota Financial Services Logo]

Forgot Password

✔ Your password has been reset.

1

To log in, please enter your username and password.

Username

[text box]

Password

Password is case sensitive

[text box]

Button [Login]

[Lexus Financial Services Logo]

Forgot Password

✔ Your password has been reset.

1

To log in, please enter your username and password.

Username

[text box]

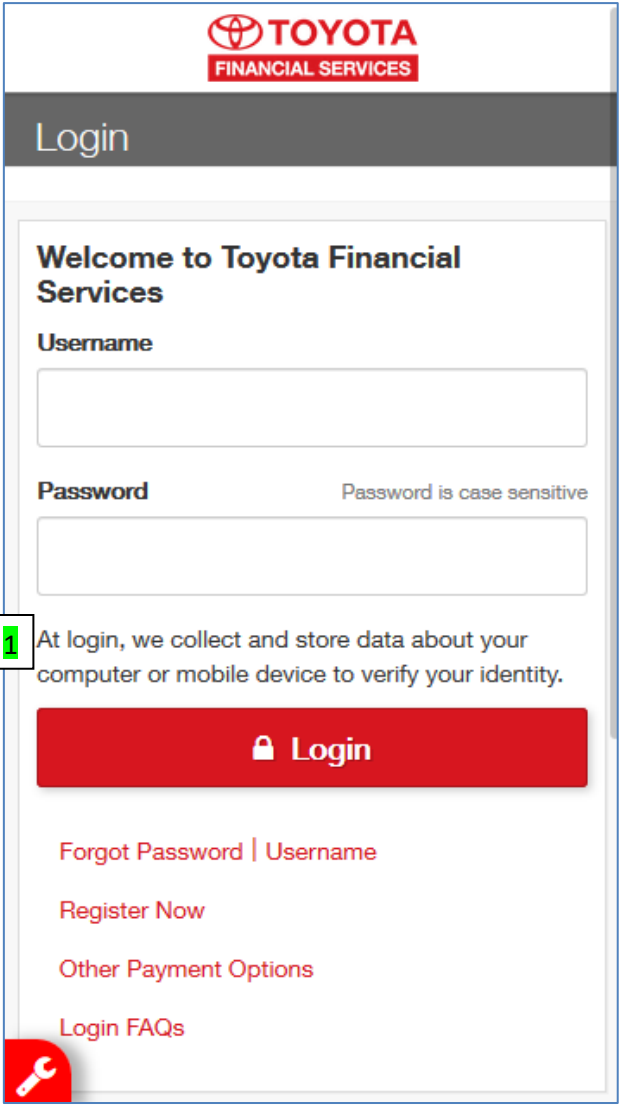
Password

Password is case sensitive

[text box]

Button [Login]

1.6 (P3/P4) FORGOT PASSWORD MFA COMPLIANT (PRIVATE & PUBLIC DEVICES)

<p>1</p>	<p>Login</p> 	<p>[Toyota Financial Services Logo]</p> <p>Login</p> <p>Welcome to Toyota Financial Services</p> <p>Username [text box]</p> <p>Password Password is case sensitive [text box]</p> <p>1 At login, we collect and store data about your device (i.e., smartphone, computer or tablet) to verify your identity.</p> <p>Button [Login]</p> <p>Forgot Password Username Register Now Other Payment Options Login FAQs</p>	<p>[Lexus Financial Services logo]</p> <p>Login</p> <p>Welcome to Lexus Financial Services</p> <p>Username [text box]</p> <p>Password Password is case sensitive [text box]</p> <p>1 At login, we collect and store data about your device (i.e., smartphone, computer or tablet) to verify your identity.</p> <p>Button [Login]</p> <p>Forgot Password Username Register Now Other Payment Options Login FAQs</p>
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2

Username

TOYOTA
FINANCIAL SERVICES

Forgot Password

1 Username

2 Est minim magna quis sint laboris enim est id aliquip eiusmod minim aliqua occaecat Lorem velit cillum.
Please enter your Username below.

Username

[Forgot Username?](#)

Cancel Continue

Online Policies and Agreements
Online Privacy Policy
Fair Lending

[Toyota Financial Services Logo]

Forgot Password

1

2

Please enter your information below to retrieve your password.

Username
[text box]

[Forgot Username?](#)

Button [Cancel]
Button [Continue]

[Lexus Financial Services Logo]

Forgot Password

1

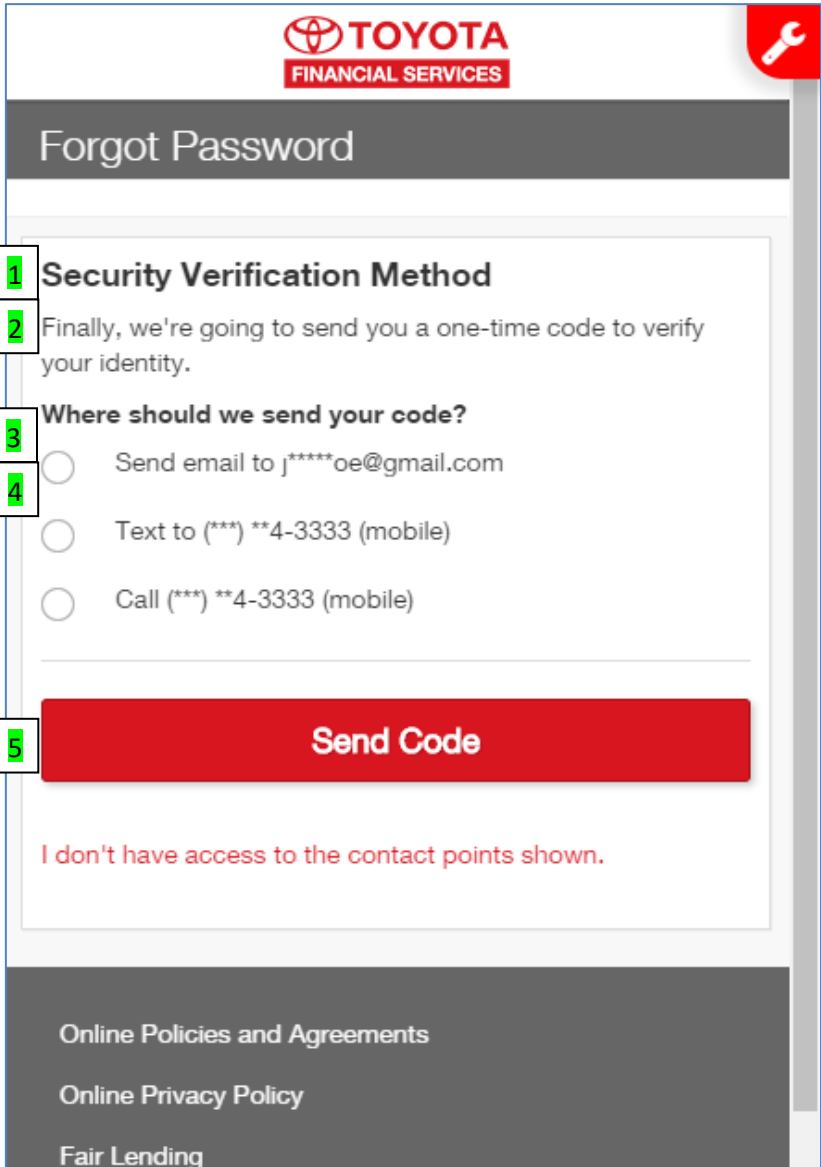
2

Please enter your information below to retrieve your password.

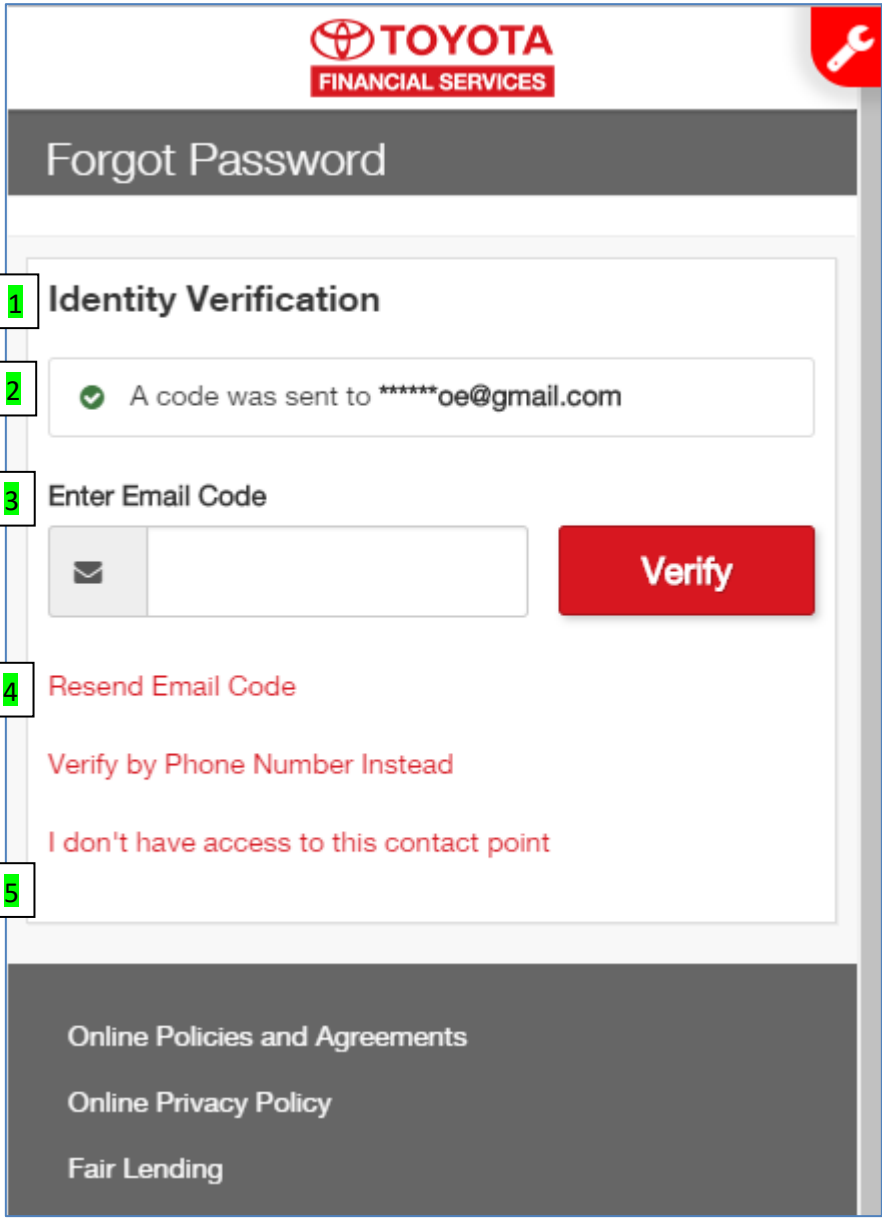
Username
[text box]

[Forgot Username?](#)

Button [Cancel]
Button [Continue]

3	<p>MFA Challenge</p>  <p>1 Security Verification Method</p> <p>2 Finally, we're going to send you a one-time code to verify your identity.</p> <p>3 Where should we send your code?</p> <p>4 <input type="radio"/> Send email to j****oe@gmail.com</p> <p><input type="radio"/> Text to (***) **4-3333 (mobile)</p> <p><input type="radio"/> Call (***) **4-3333 (mobile)</p> <p>5 Send Code</p> <p>I don't have access to the contact points shown.</p> <p>Online Policies and Agreements</p> <p>Online Privacy Policy</p> <p>Fair Lending</p>	<p>[Toyota Financial Services Logo]</p> <p>Forgot Password</p> <p>Security Verification Method</p> <p>1 To confirm your identity, we will either email, text or call you with a verification code. Please select your preference:</p> <p>[radio button] Send email to [email address]</p> <p>[radio button] Text to [phone # "(XXX) XXX-XXXX] (mobile)</p> <p>[radio button] Call [phone # "(XXX) XXX-XXXX] (mobile)</p> <p>Button [Send Code]</p> <p>2 I don't have access to the contact points shown. Cancel.</p>	<p>[Lexus Financial Services Logo]</p> <p>Forgot Password</p> <p>Security Verification Method</p> <p>1 To confirm your identity, we will either email, text or call you with a verification code. Please select your preference:</p> <p>[radio button] Send email to [email address]</p> <p>[radio button] Text to [phone # "(XXX) XXX-XXXX] (mobile)</p> <p>[radio button] Call [phone # "(XXX) XXX-XXXX] (mobile)</p> <p>Button [Send Code]</p> <p>2 I don't have access to the contact points shown. Cancel.</p>
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4	<p>Model displayed when I don't have access to the contact points shown. is selected. (New)</p> <div data-bbox="424 297 1083 613" style="border: 1px solid black; padding: 10px;"><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><hr/><p style="text-align: center;">Close</p></div>	<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>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>Button [Close]</p>
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5	<p>MFA Challenge</p>  <p>1 Identity Verification</p> <p>2 A code was sent to *****oe@gmail.com</p> <p>3 Enter Email Code</p> <p>4 Resend Email Code</p> <p>Verify by Phone Number Instead</p> <p>I don't have access to this contact point</p> <p>5</p> <p>Online Policies and Agreements</p> <p>Online Privacy Policy</p> <p>Fair Lending</p>	<p>[Toyota Financial Services logo]</p> <p>Forgot Password</p> <p>1 Security Code Verification</p> <p>2 [✓] A verification code was sent to [email address]</p> <p>3 Enter Email Verification Code [envelope icon] [text box] Button [Verify]</p> <p>4 Email New Verification Code Verify by Phone Number instead I don't have access to this contact point</p> <p>5 Cancel</p>	<p>[Lexus Financial Services logo]</p> <p>Forgot Password</p> <p>1 Security Code Verification</p> <p>2 [✓] A verification code was sent to [email address]</p> <p>3 Enter Email Verification Code [envelope icon] [text box] Button [Verify]</p> <p>4 Email New Verification Code Verify by Phone Number instead I don't have access to this contact point</p> <p>5 Cancel</p>
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6 New password

TOYOTA
FINANCIAL SERVICES

Forgot Password

Reset Password

1 Your information has been confirmed. Please enter and confirm a new Password

2 Password 👁 Show

Password Strength

Very Strong

Requirements

Your password may not contain username or previous password

- ✓ 8 - 20 Characters
- ✓ At Least 1 Letter
- ✓ At Least 1 Number
- ✓ At Least 1 Symbol ⓘ
- ✓ No more than 2 consecutive repeating characters ⓘ

Confirm Your Password 👁 Show

Submit

[Toyota Financial Services Logo]

Forgot Password

Reset Password

1 Your information has been confirmed. Please enter and confirm a new password.

2 Password

Password is case sensitive

[eye icon] Show

[text box]

Password Strength

[scale]

Requirements

Your password may not contain username or previous password.

[X or check] 8 - 20 characters

[X or check] At least 1 letter

[X or check] At least 1 number

[X or check] At least 1 symbol

[info bubble] ~ ! @ # \$ % ^ & * () _ + - = [] \ ; ' , . / : "

[X or check] No more than 2 consecutive repeating characters

[info bubble] 111, aaa, !!!

Confirm Your Password

[eye icon] Show

[text box]

Button [Submit]

[Lexus Financial Services Logo]

Forgot Password

Reset Password

1 Your information has been confirmed. Please enter and confirm a new password.

2 Password

Password is case sensitive

[eye icon] Show

[text box]

Password Strength

[scale]

Requirements

Your password may not contain username or previous password.

[X or check] 8 - 20 characters

[X or check] At least 1 letter

[X or check] At least 1 number

[X or check] At least 1 symbol

[info bubble] ~ ! @ # \$ % ^ & * () _ + - = [] \ ; ' , . / : "

[X or check] No more than 2 consecutive repeating characters

[info bubble] 111, aaa, !!!

Confirm Your Password

[eye icon] Show

[text box]

Button [Submit]

7

Login

TOYOTA
FINANCIAL SERVICES

Forgot Password

✔ Your password has been reset.

1 To login, enter your username and password.

Username
skip

Password Password is case sensitive

Login

[Online Policies and Agreements](#)
[Online Privacy Policy](#)
[Fair Lending](#)

[Toyota Financial Services Logo]

Forgot Password

✔ Your password has been reset.

1

To log in, please enter your username and password.

Username

[text box]

Password

Password is case sensitive

[text box]

Button [Login]

[Lexus Financial Services Logo]

Forgot Password

✔ Your password has been reset.

1

To log in, please enter your username and password.

Username

[text box]

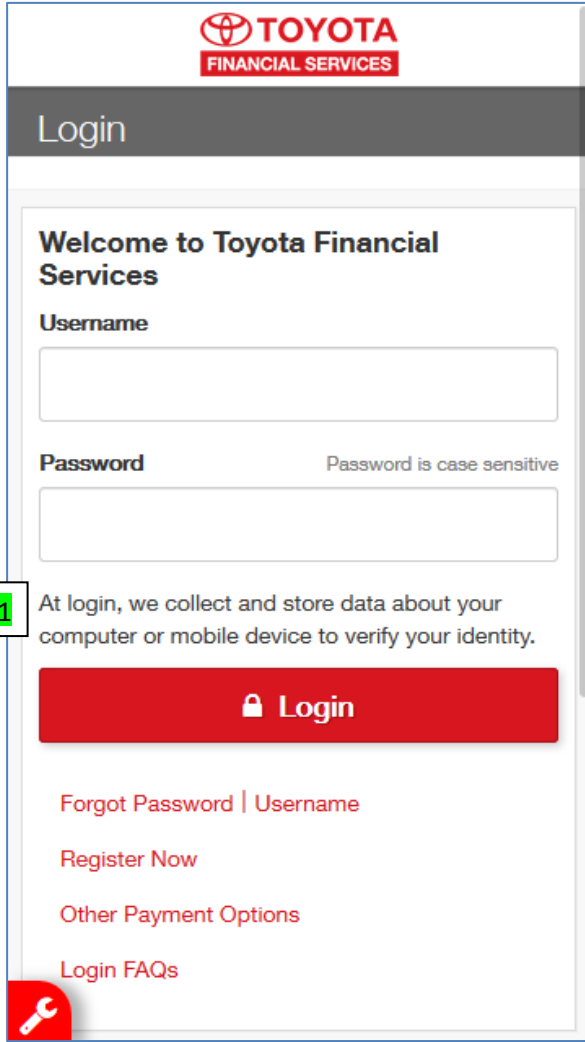
Password

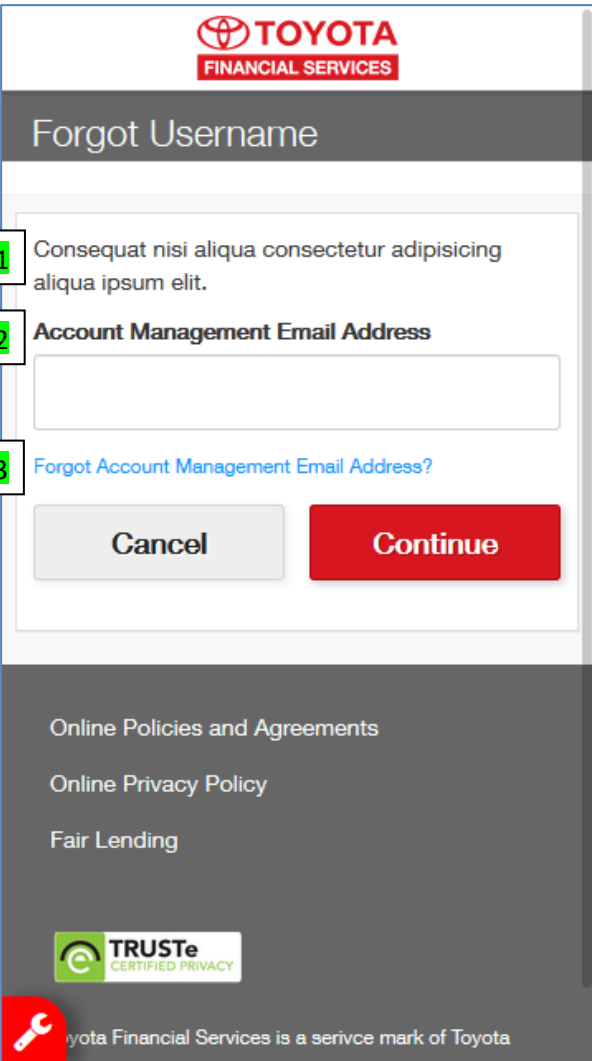
Password is case sensitive

[text box]

Button [Login]

1.7 (U5 & P5) FORGOT USERNAME 'OR' PASSWORD & SQA 1, 2 OR 3 – 1 YEAR LATER AFTER SQA IS NO LONGER AVAILABLE
PAGES SAME AS SEEN ABOVE – DIFFERENT FLOW

<p>1a</p>	<p>Forgot username</p> 	<p>[Toyota Financial Services Logo]</p> <p>Login</p> <p>Welcome to Toyota Financial Services</p> <p>Username [text box]</p> <p>Password Password is case sensitive [text box]</p> <p>1 At login, we collect and store data about your device (i.e., smartphone, computer or tablet) to verify your identity.</p> <p>Button [Login]</p> <p>Forgot Password Username Register Now Other Payment Options Login FAQs</p>	<p>[Lexus Financial Services logo]</p> <p>Login</p> <p>Welcome to Lexus Financial Services</p> <p>Username [text box]</p> <p>Password Password is case sensitive [text box]</p> <p>1 At login, we collect and store data about your device (i.e., smartphone, computer or tablet) to verify your identity.</p> <p>Button [Login]</p> <p>Forgot Password Username Register Now Other Payment Options Login FAQs</p>
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1b	<p>Enter Email</p>  <p>1 Consequat nisi aliqua consectetur adipiscing aliqua ipsum elit.</p> <p>2 Account Management Email Address</p> <p>3 Forgot Account Management Email Address?</p> <p>Cancel Continue</p> <p>Online Policies and Agreements Online Privacy Policy Fair Lending</p> <p>TRUSTe CERTIFIED PRIVACY</p> <p>Toyota Financial Services is a service mark of Toyota</p>	<p>[Toyota Financial Services Logo]</p> <p>Forgot Username</p> <p>1 Please enter your information below to retrieve your username.</p> <p>2 Account Management Email [text box]</p> <p>3 Forgot Account Management Email ?</p> <p>Button [Cancel] Button [Continue]</p>	<p>[Lexus Financial Services Logo]</p> <p>Forgot Username</p> <p>1 Please enter your information below to retrieve your username.</p> <p>2 Account Management Email [text box]</p> <p>3 Forgot Account Management Email ?</p> <p>Button [Cancel] Button [Continue]</p>
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1c Forgot SQA 1

1 To verify you identity, we use a combination of your username, password and security question. We also use data about your device that is collected and stored during login. Please help us protect your account by providing the information below.

2 **What's Your First Car?**
[text box]

[Forgot Security Question Answer?](#)

Cancel Continue

Online Policies and Agreements
Online Privacy Policy
Fair Lending

[Toyota Financial Services Logo]

Forgot Username

1 To verify your identity, we may use a combination of your username, password and security question, along with a verification code. We also use data about your device that is collected and stored during login.

Please help us protect your account by providing the information below.

2 **What was your first car?**
[text box]

[Forgot Security Question Answer?](#)

Button [Cancel]
Button [Continue]

[Lexus Financial Services Logo]

Forgot Username

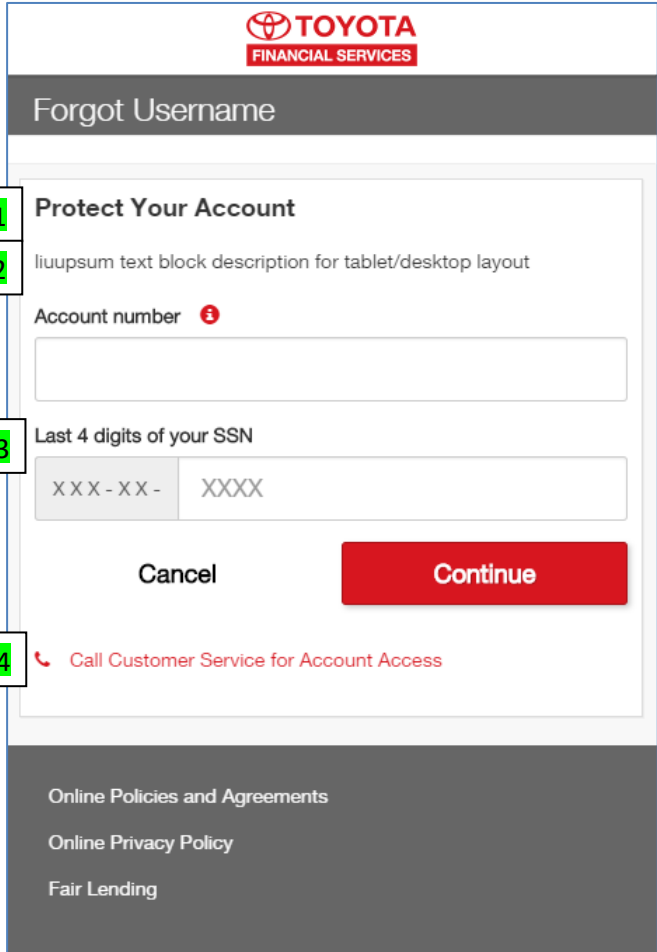
1 To verify your identity, we may use a combination of your username, password and security question, along with a verification code. We also use data about your device that is collected and stored during login.

Please help us protect your account by providing the information below.

2 **What was your first car?**
[text box]

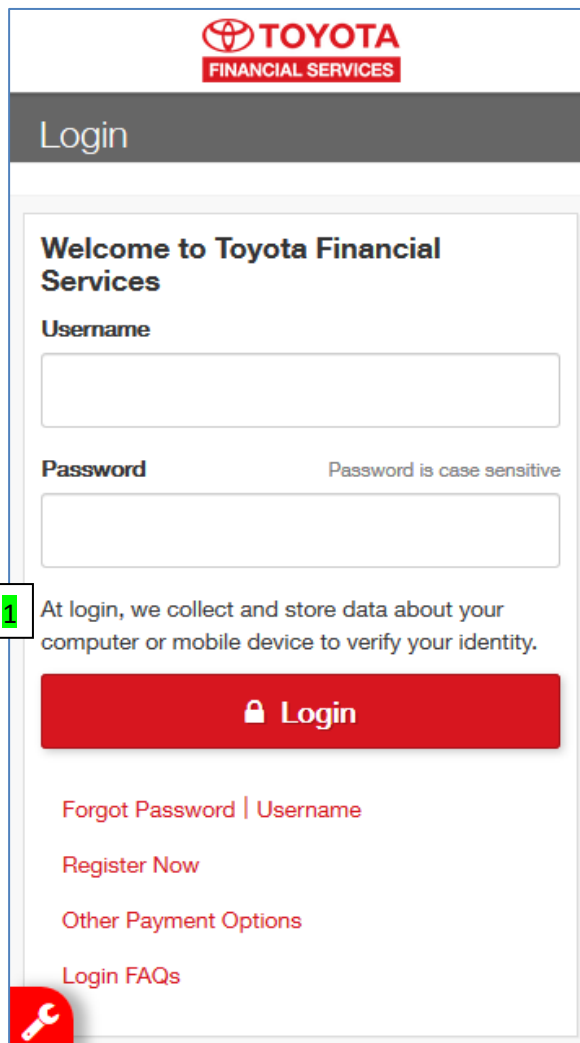
[Forgot Security Question Answer?](#)

Button [Cancel]
Button [Continue]

1d	<p>Complete Mini Reg to continue.</p> 	<p>[Toyota Financial Services Logo]</p> <p>Forgot Username</p> <p>1 Account Information</p> <p>2 Please provide the following information:</p> <p>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 boxes]</p> <p>3 Last 4 Digits of your SSN / Tax ID [text boxes]</p> <p>Button [Cancel] Button [Continue]</p> <p>4</p>	<p>[Lexus Financial Services Logo]</p> <p>Forgot Username</p> <p>1 Account Information</p> <p>2 Please provide the following information:</p> <p>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 boxes]</p> <p>3 Last 4 Digits of your SSN / Tax ID [text boxes]</p> <p>Button [Cancel] Button [Continue]</p> <p>4</p>
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2a

Forgot Password



The screenshot shows the Toyota Financial Services login page. At the top is the Toyota Financial Services logo. Below it is a dark grey header with the word "Login" in white. The main content area has a white background with the heading "Welcome to Toyota Financial Services". There are two input fields: "Username" and "Password". The password field has a note "Password is case sensitive". Below the fields is a red "Login" button with a white lock icon. At the bottom, there are links for "Forgot Password | Username", "Register Now", "Other Payment Options", and "Login FAQs". A red wrench icon is in the bottom left corner. A green box with the number "1" is positioned to the left of the text: "At login, we collect and store data about your computer or mobile device to verify your identity."

[Toyota Financial Services Logo]

Login

Welcome to Toyota Financial Services

Username

[text box]

Password

Password is case sensitive

[text box]

1

At login, we collect and store data about your device (i.e., smartphone, computer or tablet) to verify your identity.

Button [Login]

[Forgot Password | Username](#)

[Register Now](#)

[Other Payment Options](#)

[Login FAQs](#)

[Lexus Financial Services logo]

Login

Welcome to Lexus Financial Services

Username

[text box]

Password

Password is case sensitive

[text box]

1

At login, we collect and store data about your device (i.e., smartphone, computer or tablet) to verify your identity.

Button [Login]

[Forgot Password | Username](#)

[Register Now](#)

[Other Payment Options](#)

[Login FAQs](#)

2b Enter username

1 Username

2 Est minim magna quis sint laboris enim est id aliquip eiusmod minim aliqua occaecat Lorem velit cillum. Please enter your Username below.

Username

[Forgot Username?](#)

Cancel Continue

Online Policies and Agreements
Online Privacy Policy
Fair Lending

[Toyota Financial Services Logo]

Forgot Password

1

Please enter your information below to retrieve your password.

2

Username
[text box]

[Forgot Username?](#)

Button [Cancel]
Button [Continue]

[Lexus Financial Services Logo]

Forgot Password

1

Please enter your information below to retrieve your password.

2

Username
[text box]

[Forgot Username?](#)

Button [Cancel]
Button [Continue]

2c

Forgot SQA 2 or 3

TOYOTA
FINANCIAL SERVICES

Forgot Password

1 Please answer the following questions.

Security Question:
What was your first car?
Enter Answer

[Forgot Answer?](#)

Security Question:
What was the first name of your first boyfriend or girlfriend?
Enter Answer

[Forgot Answer?](#)

[Online Policies and Agreements](#)
[Online Privacy Policy](#)
[Fair Lending](#)

[Toyota Financial Services Logo]

Forgot Password

1 To verify your identity, please answer the following questions.

Security Question:

What was your first car?

Enter Answer

[text box]

[Forgot Answer?](#)

Security Question:

What was the first name of your first boyfriend or girlfriend?

Enter Answer

[text box]

[Forgot Answer?](#)

Button [Cancel]

Button [Continue]

[Lexus Financial Services Logo]

Forgot Password

1 To verify your identity, please answer the following questions.

Security Question:

What was your first car?

Enter Answer

[text box]

[Forgot Answer?](#)

Security Question:

What was the first name of your first boyfriend or girlfriend?

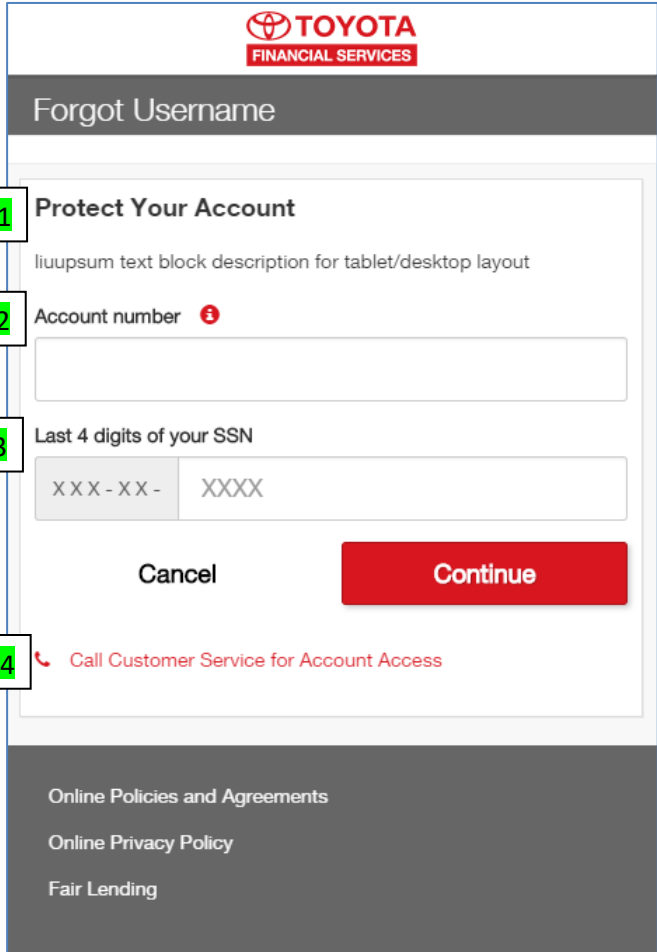
Enter Answer

[text box]

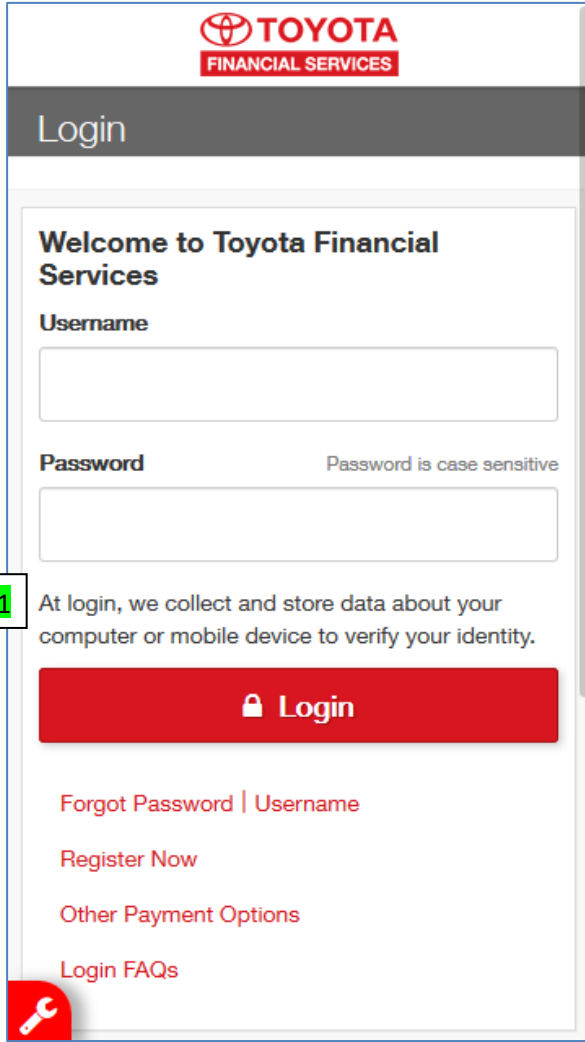
[Forgot Answer?](#)

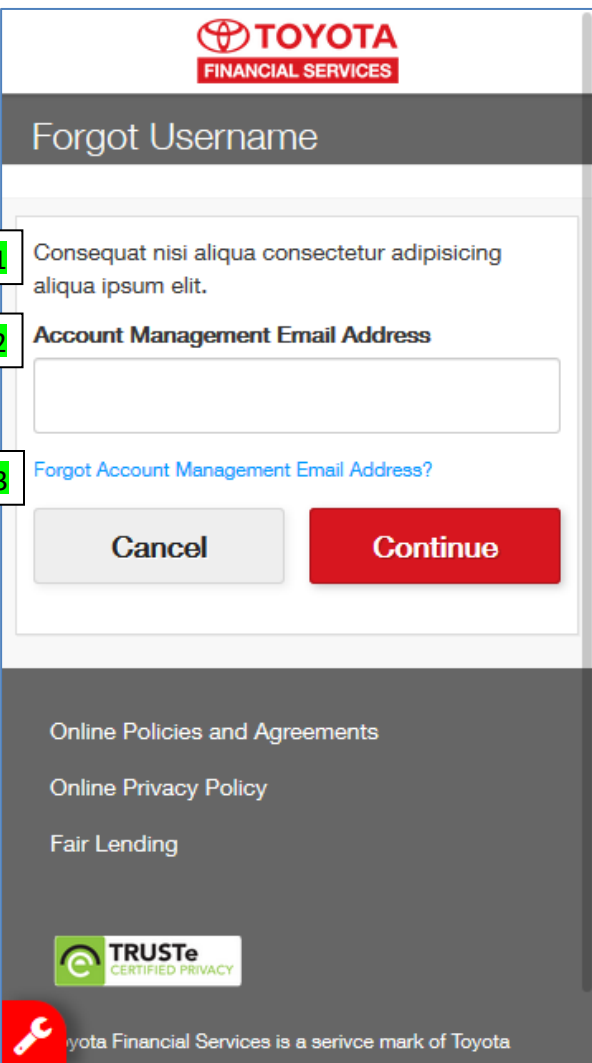
Button [Cancel]

Button [Continue]

2d	<p>Complete Mini Reg to continue.</p> 	<p>[Toyota Financial Services Logo]</p> <p>Forgot Username</p> <ol style="list-style-type: none"> 1 Account Information 2 Please provide the following information: <p>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 boxes]</p> <ol style="list-style-type: none"> 3 Last 4 Digits of your SSN / Tax ID [text boxes] <p>Button [Cancel] Button [Continue]</p> <ol style="list-style-type: none"> 4 	<p>[Lexus Financial Services Logo]</p> <p>Forgot Username</p> <ol style="list-style-type: none"> 1 Account Information 2 Please provide the following information: <p>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 boxes]</p> <ol style="list-style-type: none"> 3 Last 4 Digits of your SSN / Tax ID [text boxes] <p>Button [Cancel] Button [Continue]</p> <ol style="list-style-type: none"> 4
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1.8 (U6) FORGOT USERNAME & EMAIL
 PAGES SAME AS SEEN ABOVE – DIFFERENT FLOW

<p>1</p>	<p>Forgot Username</p>  <p>The screenshot shows the Toyota Financial Services login page. At the top is the Toyota Financial Services logo. Below it is a dark grey bar with the word 'Login' in white. The main content area has a white background with the heading 'Welcome to Toyota Financial Services'. There are two text input fields: 'Username' and 'Password'. The password field has a small note 'Password is case sensitive' to its right. Below the fields is a red 'Login' button with a white lock icon. At the bottom, there are links for 'Forgot Password Username', 'Register Now', 'Other Payment Options', and 'Login FAQs'. A red wrench icon is in the bottom left corner. A green callout box with the number '1' points to the text: 'At login, we collect and store data about your computer or mobile device to verify your identity.'</p>	<p>[Toyota Financial Services Logo]</p> <p>Login</p> <p>Welcome to Toyota Financial Services</p> <p>Username [text box]</p> <p>Password Password is case sensitive [text box]</p> <p>1 At login, we collect and store data about your device (i.e., smartphone, computer or tablet) to verify your identity.</p> <p>Button [Login]</p> <p>Forgot Password Username Register Now Other Payment Options Login FAQs</p>	<p>[Lexus Financial Services logo]</p> <p>Login</p> <p>Welcome to Lexus Financial Services</p> <p>Username [text box]</p> <p>Password Password is case sensitive [text box]</p> <p>1 At login, we collect and store data about your device (i.e., smartphone, computer or tablet) to verify your identity.</p> <p>Button [Login]</p> <p>Forgot Password Username Register Now Other Payment Options Login FAQs</p>
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2	<p>Forgot Email</p>  <p>1 Consequat nisi aliqua consectetur adipiscing aliqua ipsum elit.</p> <p>2 Account Management Email Address</p> <p>3 Forgot Account Management Email Address?</p> <p>Cancel Continue</p> <p>Online Policies and Agreements Online Privacy Policy Fair Lending</p> <p>TRUSTe CERTIFIED PRIVACY</p> <p>Toyota Financial Services is a service mark of Toyota</p>	<p>[Toyota Financial Services Logo]</p> <p>Forgot Username</p> <p>1 Please enter your information below to retrieve your username.</p> <p>2 Account Management Email [text box]</p> <p>3 Forgot Account Management Email ?</p> <p>Button [Cancel] Button [Continue]</p>	<p>[Lexus Financial Services Logo]</p> <p>Forgot Username</p> <p>1 Please enter your information below to retrieve your username.</p> <p>2 Account Management Email [text box]</p> <p>3 Forgot Account Management Email ?</p> <p>Button [Cancel] Button [Continue]</p>
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3 Complete Mini Reg to continue.

[Toyota Financial Services Logo]

Forgot Username

- 1 Account Information
- 2 Please provide the following information:

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 boxes]

- 3 Last 4 Digits of your SSN / Tax ID
[text boxes]

Button [Cancel]
Button [Continue]

- 4

[Lexus Financial Services Logo]

Forgot Username

- 1 Account Information
- 2 Please provide the following information:

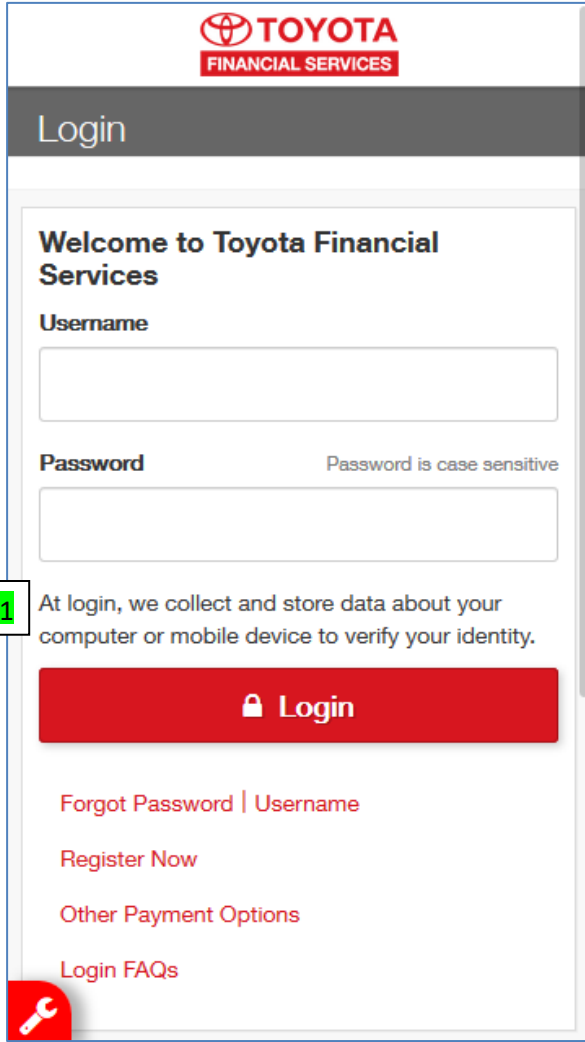
Account number
[info bubble] You can find your account number on your billing statement. Please do not include any special characters such as %, - or spaces.
[text boxes]

- 3 Last 4 Digits of your SSN / Tax ID
[text boxes]

Button [Cancel]
Button [Continue]

- 4

1.9 (U7) MFA COMPLIANT/**PUBLIC DEVICE-**
FORGOT USERNAME & HAVE NO ACCESS TO MFA

<p>1</p>	<p>Forgot Username from PUBLIC device</p> 	<p>[Toyota Financial Services Logo]</p> <p>Login</p> <p>Welcome to Toyota Financial Services</p> <p>Username [text box]</p> <p>Password Password is case sensitive [text box]</p> <p>1 At login, we collect and store data about your device (i.e., smartphone, computer or tablet) to verify your identity.</p> <p>Button [Login]</p> <p>Forgot Password Username Register Now Other Payment Options Login FAQs</p>	<p>[Lexus Financial Services logo]</p> <p>Login</p> <p>Welcome to Lexus Financial Services</p> <p>Username [text box]</p> <p>Password Password is case sensitive [text box]</p> <p>1 At login, we collect and store data about your device (i.e., smartphone, computer or tablet) to verify your identity.</p> <p>Button [Login]</p> <p>Forgot Password Username Register Now Other Payment Options Login FAQs</p>
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2 **Forgot Email**

The screenshot shows the Toyota Financial Services 'Forgot Username' form. At the top is the Toyota Financial Services logo. Below it is the title 'Forgot Username'. A green box with the number '1' highlights the introductory text: 'Consequat nisi aliqua consectetur adipiscing aliqua ipsum elit.' A second green box with the number '2' highlights the 'Account Management Email Address' label and the text box below it. A third green box with the number '3' highlights the 'Forgot Account Management Email Address?' link. At the bottom of the form are two buttons: a grey 'Cancel' button and a red 'Continue' button. The footer contains links for 'Online Policies and Agreements', 'Online Privacy Policy', and 'Fair Lending', along with the TRUSTe Certified Privacy logo and a note that Toyota Financial Services is a service mark of Toyota.

[Toyota Financial Services Logo]

Forgot Username

1 Please enter your information below to retrieve your username.

2 Account Management Email
[text box]

3 [Forgot Account Management Email ?](#)

Button [Cancel]
Button [Continue]

[Lexus Financial Services Logo]

Forgot Username

1 Please enter your information below to retrieve your username.

2 Account Management Email
[text box]

3 [Forgot Account Management Email ?](#)

Button [Cancel]
Button [Continue]

3 Completes Mini Reg (and must be MFA challenged to continue)

[Toyota Financial Services Logo]

Forgot Username

- 1 Account Information
- 2 Please provide the following information:

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 boxes]

- 3 Last 4 Digits of your SSN / Tax ID
 [text boxes]

Button [Cancel]
 Button [Continue]

- 4

[Lexus Financial Services Logo]

Forgot Username

- 1 Account Information
- 2 Please provide the following information:

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 boxes]

- 3 Last 4 Digits of your SSN / Tax ID
 [text boxes]

Button [Cancel]
 Button [Continue]

- 4

4 **Click Link "I do not have access to the contact points"**
We are waiting for Security to let us know what we do with this Customer.

1 **Identity Verification**

2 TFS detects that you're logging in from a new device, browser or location. To confirm your identity, we will send a verification code to the email address listed on your account.

3 **Where should we send your code?**

Send email to j****oe@gmail.com

Text to (***) 4-3333 (mobile)

Call (***) 4-3333 (mobile)

Make selection my future default verification method.

Send Code

4 I don't have access to the contact points shown.

[Toyota Financial Services Logo]

Login

1 **Security Verification Method**

2 To confirm your identity, we will either email, text or call you with a verification code. Please select your preference:

[radio button] Send email to [email address]

[radio button] Text to [phone # "(XXX) XXX-XXXX] (mobile)

[radio button] Call [phone # "(XXX) XXX-XXXX] (mobile)

3 [checkbox] **Remember this as my preferred verification method.**

Button [Send Code]

4 I don't have access to the contact points shown.
Cancel

[Lexus Financial Services Logo]

Login

1 **Security Verification Method**

2 To confirm your identity, we will either email, text or call you with a verification code. Please select your preference:

[radio button] Send email to [email address]

[radio button] Text to [phone # "(XXX) XXX-XXXX] (mobile)

[radio button] Call [phone # "(XXX) XXX-XXXX] (mobile)

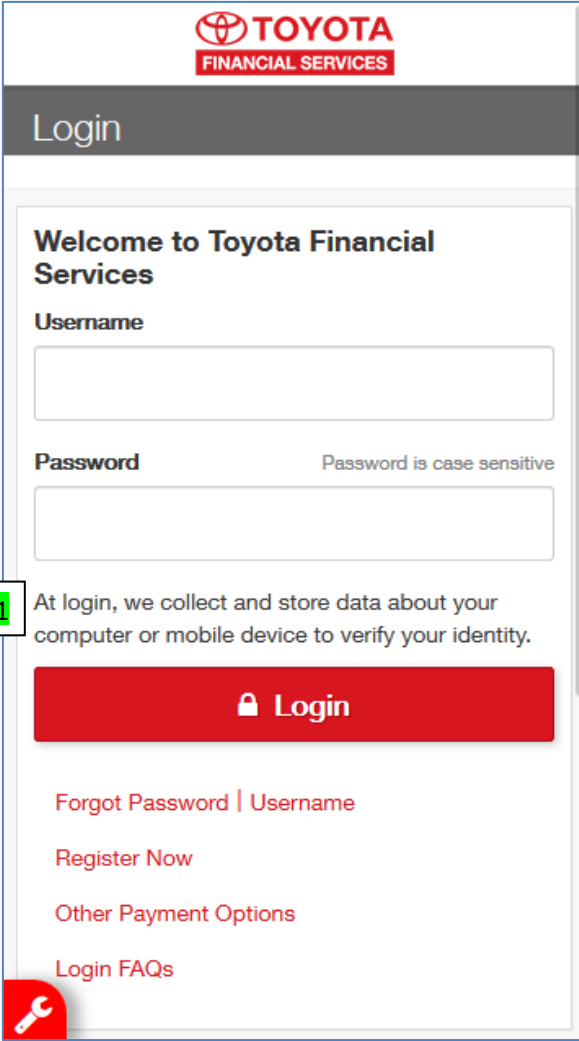
3 [checkbox] **Remember this as my preferred verification method.**

Button [Send Code]

4 I don't have access to the contact points shown.
Cancel

5	<p>Model displayed when I don't have access to the contact points shown. is selected. (New)</p> <div data-bbox="419 297 1080 615"><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><hr/><p>Close</p></div>	<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>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>Button [Close]</p>
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1.10 (P7) MFA COMPLIANT/ PUBLIC OR PRIVATE DEVICE - FORGOT PASSWORD AND USERNAME

<p>1</p>	<p>Forgot Password</p> 	<p>[Toyota Financial Services Logo]</p> <p>Login</p> <p>Welcome to Toyota Financial Services</p> <p>Username [text box]</p> <p>Password Password is case sensitive [text box]</p> <p>1 At login, we collect and store data about your device (i.e., smartphone, computer or tablet) to verify your identity.</p> <p>Button [Login]</p> <p>Forgot Password Username Register Now Other Payment Options Login FAQs</p>	<p>[Lexus Financial Services logo]</p> <p>Login</p> <p>Welcome to Lexus Financial Services</p> <p>Username [text box]</p> <p>Password Password is case sensitive [text box]</p> <p>1 At login, we collect and store data about your device (i.e., smartphone, computer or tablet) to verify your identity.</p> <p>Button [Login]</p> <p>Forgot Password Username Register Now Other Payment Options Login FAQs</p>
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2 **Forgot Password**

TOYOTA
FINANCIAL SERVICES

Forgot Password

1 Username

2 Est minim magna quis sint laboris enim est id aliquip eiusmod minim aliqua occaecat Lorem velit cillum.
Please enter your Username below.

Username

[Forgot Username?](#)

[Online Policies and Agreements](#)
[Online Privacy Policy](#)
[Fair Lending](#)

[Toyota Financial Services Logo]

Forgot Password

1

2

Please enter your information below to retrieve your username.

Username
[text box]

[Forgot Username?](#)

Button [Cancel]
Button [Continue]

[Lexus Financial Services Logo]

Forgot Password

1

2

Please enter your information below to retrieve your username.

Username
[text box]

[Forgot Username?](#)

Button [Cancel]
Button [Continue]

3

Completes Mini Reg

1 Protect Your Account

2 liiupsum text block description for tablet/desktop layout

Account number ⓘ

Last 4 digits of your SSN

XXX-XX-XXXX

Cancel Continue

4 Call Customer Service for Account Access

Online Policies and Agreements

Online Privacy Policy

Fair Lending

[Toyota Financial Services Logo]

Forgot Username

1 Account Information

2 Please provide the following information:

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 boxes]

3 Last 4 Digits of your SSN / Tax ID
[text boxes]

Button [Cancel]
Button [Continue]

4

[Lexus Financial Services Logo]

Forgot Username

1 Account Information

2 Please provide the following information:

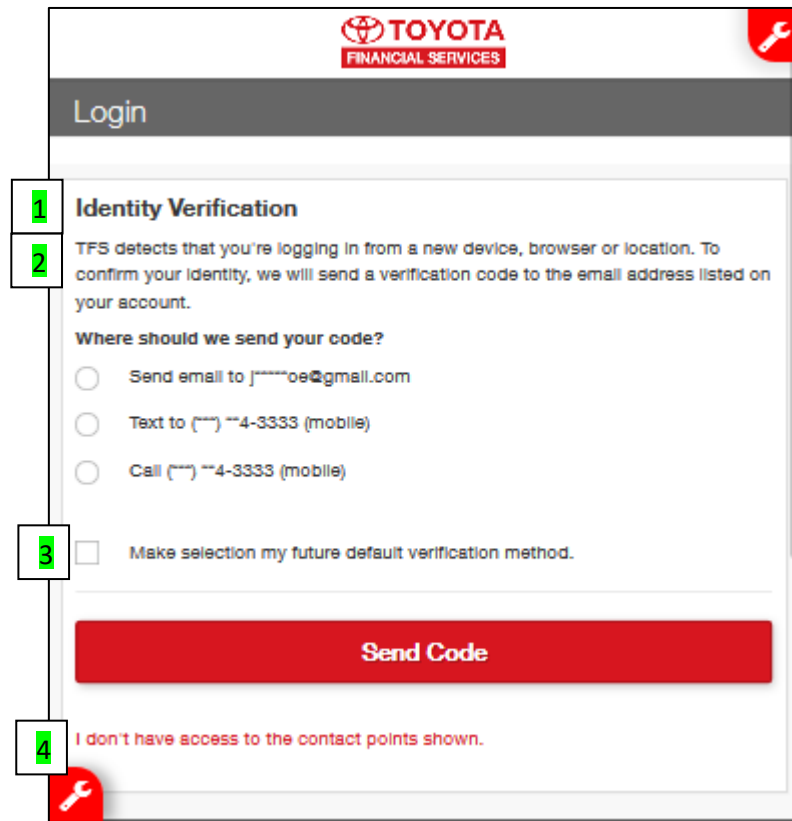
Account number
[info bubble] You can find your account number on your billing statement. Please do not include any special characters such as %, - or spaces.
[text boxes]

3 Last 4 Digits of your SSN / Tax ID
[text boxes]

Button [Cancel]
Button [Continue]

4

4 Completes MFA Challenge to continue



[Toyota Financial Services Logo]

Login

1 Security Verification Method

2 To confirm your identity, we will either email, text or call you with a verification code. Please select your preference:

[radio button] Send email to [email address]

[radio button] Text to [phone # "(XXX) XXX-XXXX] (mobile)

[radio button] Call [phone # "(XXX) XXX-XXXX] (mobile)

3 [checkbox] Remember this as my preferred verification method.

Button [Send Code]

I don't have access to the contact points shown.

4 Cancel

[Lexus Financial Services Logo]

Login

1 Security Verification Method

2 To confirm your identity, we will either email, text or call you with a verification code. Please select your preference:

[radio button] Send email to [email address]

[radio button] Text to [phone # "(XXX) XXX-XXXX] (mobile)

[radio button] Call [phone # "(XXX) XXX-XXXX] (mobile)

3 [checkbox] Remember this as my preferred verification method.

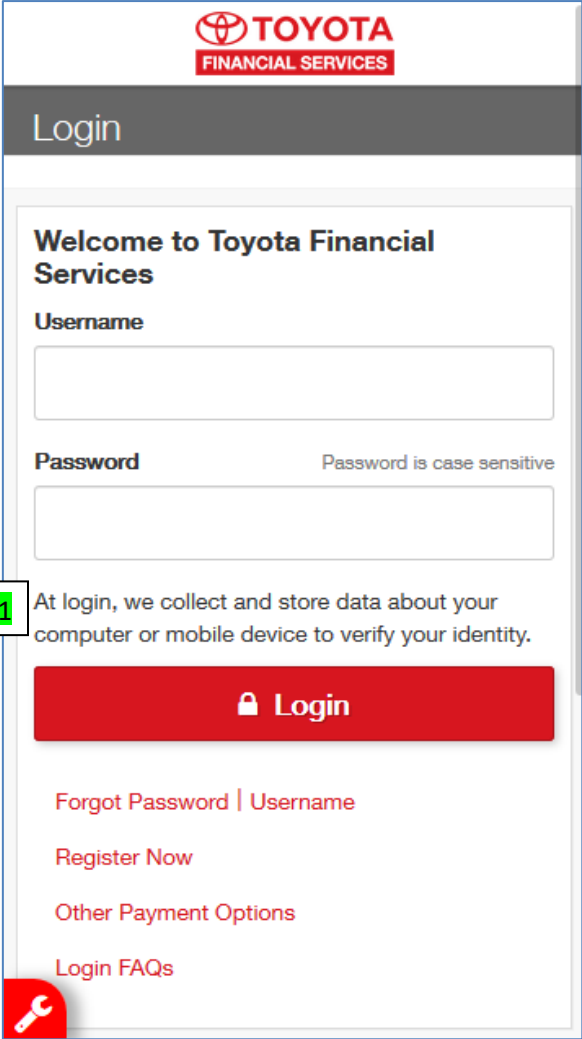
Button [Send Code]

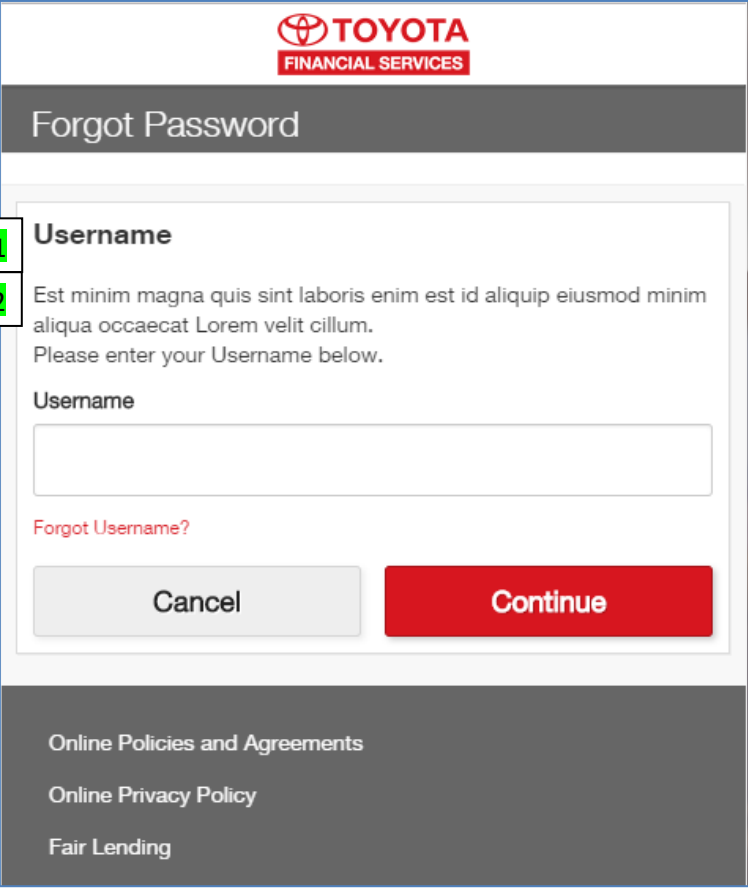
I don't have access to the contact points shown.

4 Cancel

5	<p>Model displayed when I don't have access to the contact points shown. is selected. (New)</p> <div data-bbox="419 295 1080 613" style="border: 1px solid black; padding: 10px;"><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><hr/><p style="text-align: center;">Close</p></div>	<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>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>Button [Close]</p>
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1.11 (P8) MFA COMPLIANT/**PUBLIC OR PRIVATE DEVICE-**
FORGOT PASSWORD & SQA & HAVE NO ACCESS TO MFA

<p>1</p>	<p>Forgot Password</p>  <p>The screenshot shows the Toyota Financial Services login page. At the top is the Toyota Financial Services logo. Below it is a dark grey bar with the word 'Login' in white. The main content area has a white background with the heading 'Welcome to Toyota Financial Services'. There are two text input fields: 'Username' and 'Password'. The password field has a note 'Password is case sensitive'. Below the fields is a red button with a white lock icon and the text 'Login'. At the bottom, there are four links: 'Forgot Password Username', 'Register Now', 'Other Payment Options', and 'Login FAQs'. A red wrench icon is in the bottom left corner. A green box with the number '1' is positioned to the left of the text: 'At login, we collect and store data about your computer or mobile device to verify your identity.'</p>	<p>[Toyota Financial Services Logo]</p> <p>Login</p> <p>Welcome to Toyota Financial Services</p> <p>Username [text box]</p> <p>Password Password is case sensitive [text box]</p> <p>1 At login, we collect and store data about your device (i.e., smartphone, computer or tablet) to verify your identity.</p> <p>Button [Login]</p> <p>Forgot Password Username Register Now Other Payment Options Login FAQs</p>	<p>[Lexus Financial Services logo]</p> <p>Login</p> <p>Welcome to Lexus Financial Services</p> <p>Username [text box]</p> <p>Password Password is case sensitive [text box]</p> <p>1 At login, we collect and store data about your device (i.e., smartphone, computer or tablet) to verify your identity.</p> <p>Button [Login]</p> <p>Forgot Password Username Register Now Other Payment Options Login FAQs</p>
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2	<p>Forgot Password</p>  <p>1 Username</p> <p>2 Est minim magna quis sint laboris enim est id aliquip eiusmod minim aliqua occaecat Lorem velit cillum. Please enter your Username below.</p> <p>Username</p> <p>Forgot Username?</p> <p>Cancel Continue</p> <p>Online Policies and Agreements</p> <p>Online Privacy Policy</p> <p>Fair Lending</p>	<p>[Toyota Financial Services Logo]</p> <p>Forgot Password</p> <p>1 Please enter your information below to retrieve your password.</p> <p>2 Username [text box]</p> <p>Forgot Username?</p> <p>Button [Cancel] Button [Continue]</p>	<p>[Lexus Financial Services Logo]</p> <p>Forgot Password</p> <p>2 Please enter your information below to retrieve your password.</p> <p>Username [text box]</p> <p>Forgot Username?</p> <p>Button [Cancel] Button [Continue]</p>
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3 Completes Mini Reg (and must be MFA challenged to continue)

1 **Protect Your Account**

2 liiupsum text block description for tablet/desktop layout

Account number

3 Last 4 digits of your SSN

X X X - X X - XXXX

Cancel Continue

4 Call Customer Service for Account Access

Online Policies and Agreements

Online Privacy Policy

Fair Lending

[Toyota Financial Services Logo]

Forgot Password

1 **Account Information**

2 **Please provide the following information:**

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.

3 **Last 4 Digits of your SSN / Tax ID**

Button [Cancel]
Button [Continue]

4

[Lexus Financial Services Logo]

Forgot Password

1 **Account Information**

2 **Please provide the following information:**

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.

3 **Last 4 Digits of your SSN / Tax ID**

Button [Cancel]
Button [Continue]

4

4 **Click Link "I do not have access to the contact points"**
We are waiting for Security to let us know what we do with this Customer.

[Toyota Financial Services Logo]

Login

1 **Security Verification Method**

2 To confirm your identity, we will either email, text or call you with a one-time verification code. Please select your preference:

[radio button] Send email to [email address]

[radio button] Text to [phone # "(XXX) XXX-XXXX] (mobile)

[radio button] Call [phone # "(XXX) XXX-XXXX] (mobile)

3 [checkbox] Remember this as my preferred verification method.

Button [Send Code]

4 I don't have access to the contact points shown.
 Cancel

[Lexus Financial Services Logo]

Login

1 **Security Verification Method**

2 To confirm your identity, we will either email, text or call you with a one-time verification code. Please select your preference:

[radio button] Send email to [email address]

[radio button] Text to [phone # "(XXX) XXX-XXXX] (mobile)

[radio button] Call [phone # "(XXX) XXX-XXXX] (mobile)

3 [checkbox] Remember this as my preferred verification method.

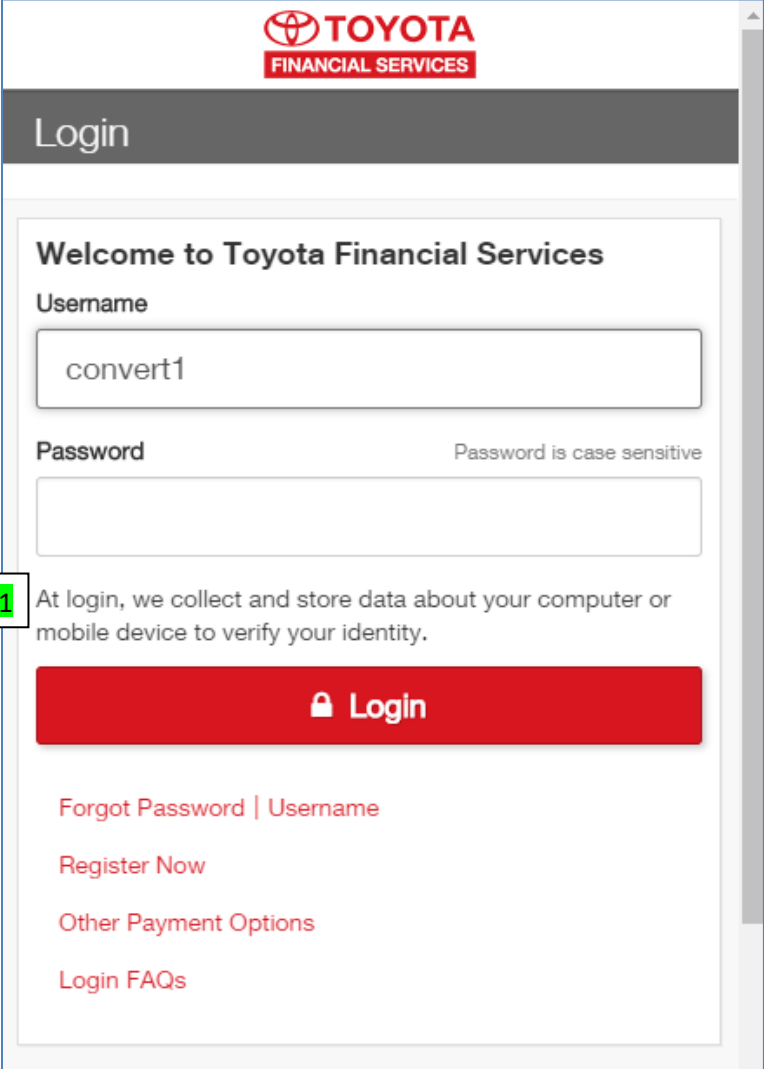
Button [Send Code]

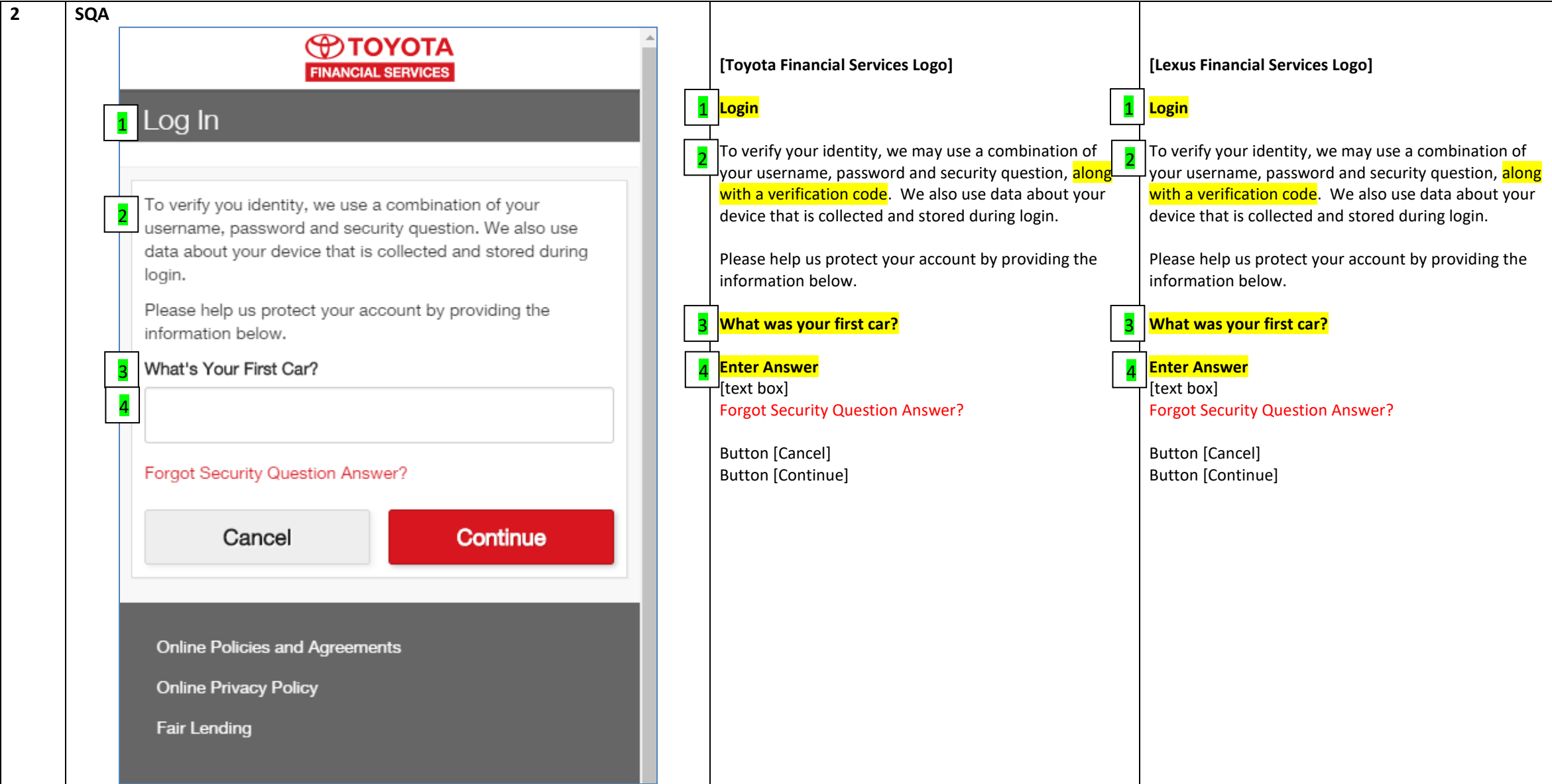
I don't have access to the contact points shown.
 Cancel

5	<p>Model displayed when I don't have access to the contact points shown. is selected. (New)</p> <div data-bbox="419 295 1080 613"><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><hr/><p>Close</p></div>	<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>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>Button [Close]</p>
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2.0 MFA CONVERSION FLOWS

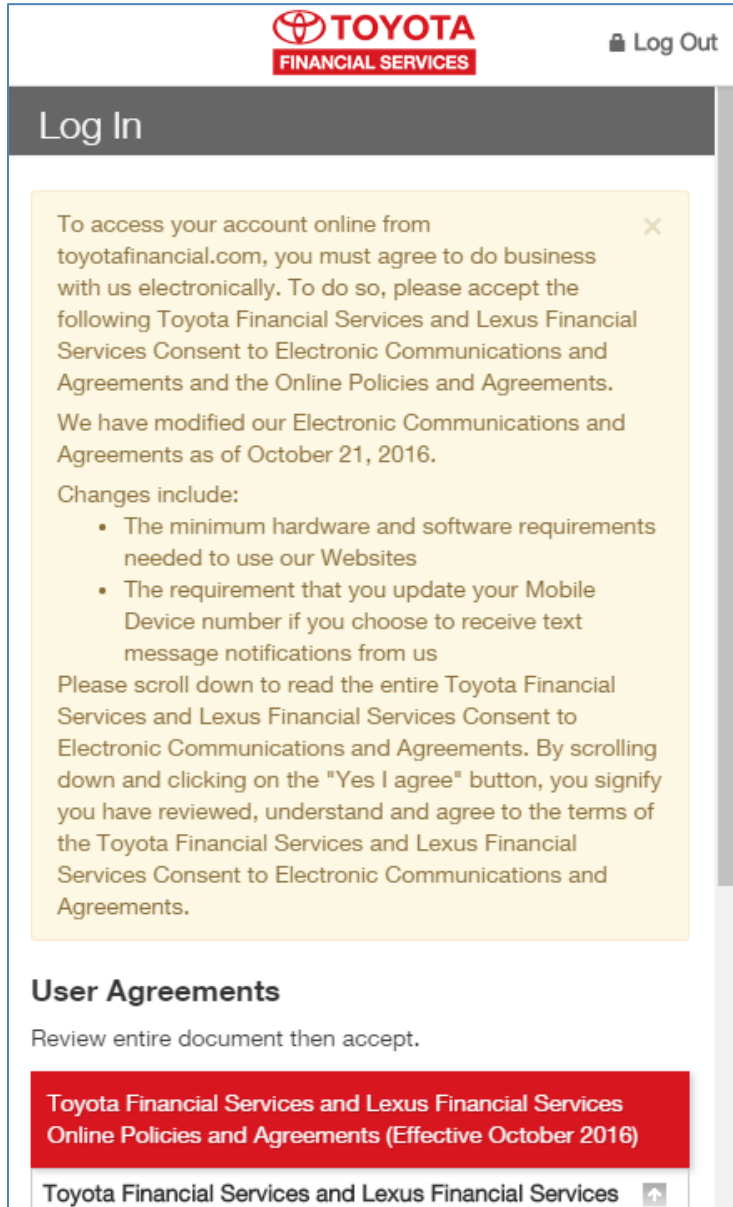
2.1 (CONVERT1) MSFA/UP COMPLIANT

Page	Mobile Web Prototype Pages	TFS mWeb Proposed Content	LFS mWeb Proposed Content
1	<p>Login</p> 	<p>[Toyota Financial Services Logo]</p> <p>Login</p> <p>Welcome to Toyota Financial Services</p> <p>Username [text box]</p> <p>Password Password is case sensitive [text box]</p> <p>1 At login, we collect and store data about your device (i.e., smartphone, computer or tablet) to verify your identity.</p> <p>Button [Login]</p> <p>Forgot Password Username Register Now Other Payment Options Login FAQs</p>	<p>[Lexus Financial Services logo]</p> <p>Login</p> <p>Welcome to Lexus Financial Services</p> <p>Username [text box]</p> <p>Password Password is case sensitive [text box]</p> <p>1 At login, we collect and store data about your device (i.e., smartphone, computer or tablet) to verify your identity.</p> <p>Button [Login]</p> <p>Forgot Password Username Register Now Other Payment Options Login FAQs</p>



3

EBA OC



The screenshot shows the Toyota Financial Services website. At the top, there is a navigation bar with the Toyota logo and 'FINANCIAL SERVICES' on the left, and a 'Log Out' button on the right. Below the navigation bar is a dark grey 'Log In' header. A large yellow pop-up box is centered on the page, containing the following text:

To access your account online from toyotafinancial.com, you must agree to do business with us electronically. To do so, please accept the following Toyota Financial Services and Lexus Financial Services Consent to Electronic Communications and Agreements and the Online Policies and Agreements. We have modified our Electronic Communications and Agreements as of October 21, 2016. Changes include:

- The minimum hardware and software requirements needed to use our Websites
- The requirement that you update your Mobile Device number if you choose to receive text message notifications from us

Please scroll down to read the entire Toyota Financial Services and Lexus Financial Services Consent to Electronic Communications and Agreements. By scrolling down and clicking on the "Yes I agree" button, you signify you have reviewed, understand and agree to the terms of the Toyota Financial Services and Lexus Financial Services Consent to Electronic Communications and Agreements.

User Agreements
Review entire document then accept.

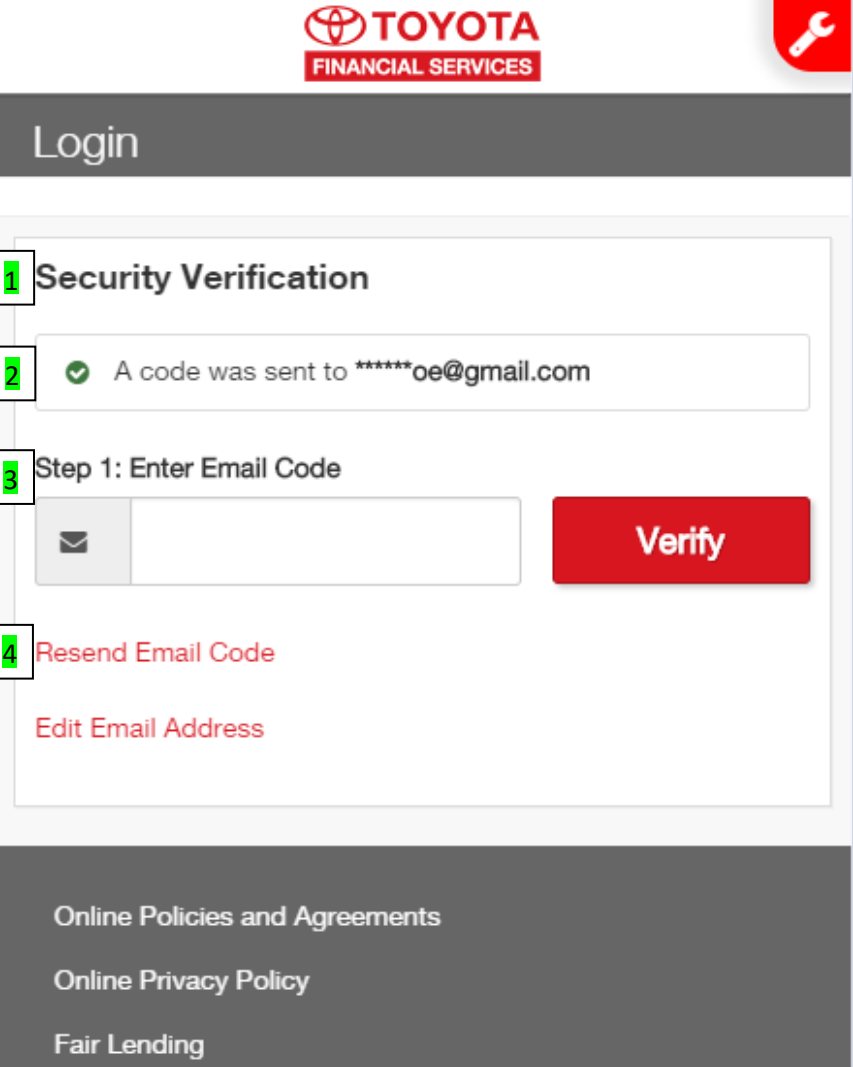
Toyota Financial Services and Lexus Financial Services Online Policies and Agreements (Effective October 2016)

At the bottom of the pop-up, there is a red button with the text 'Toyota Financial Services and Lexus Financial Services Online Policies and Agreements (Effective October 2016)'. Below the pop-up, the website's footer is partially visible, showing 'Toyota Financial Services and Lexus Financial Services' with an upward arrow icon.

No copy change

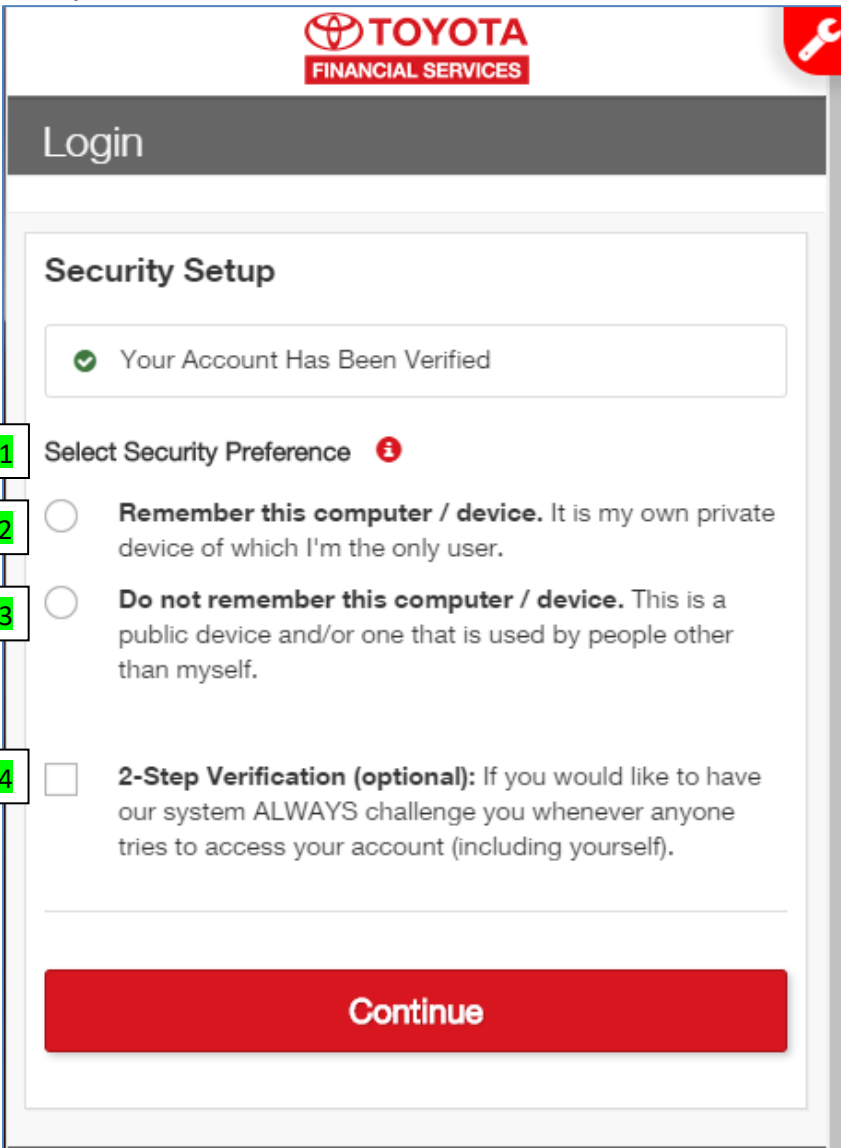
No copy change

<p>4</p>	<p>MFA Setup</p>	<p>[Toyota Financial Services logo]</p> <p>Login</p> <p>Security Setup</p> <p>1 To help verify your account, we'll send a code to your email address.</p> <p>2 Account Management Email email address] [pencil icon] Edit</p> <p>3 P</p> <p>4 Phone (Recommended) It's optional, but verifying your phone number now can save you time in the future by giving you another way to access your account when email is unavailable or inconvenient. [Dropdown] Select One Mobile Landline [text] [XXX-XXX-XXXX] [radio button]Text Me [radio button] Call Me Message & data rates may apply.</p> <p>5 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.</p> <p>6 Note: Please be aware that anyone with access to your email or phone may be able to log in into your account, view your account information, and change your settings.</p> <p>7</p> <p>Button [Send Verification] Button [Cancel]</p>	<p>[Lexus Financial Services logo]</p> <p>Login</p> <p>Security Setup</p> <p>1 To help verify your account, we'll send a code to your email address.</p> <p>2 Account Management Email [email address] [pencil icon] Edit</p> <p>3 P</p> <p>4 Phone (Recommended) It's optional, but verifying your phone number now can save you time in the future by giving you another way to access your account when email is unavailable or inconvenient. [Dropdown] Select One Mobile Landline [text] [XXX-XXX-XXXX] [radio button]Text Me [radio button] Call Me Message & data rates may apply.</p> <p>5 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.</p> <p>6 Note: Please be aware that anyone with access to your email or phone may be able to log in into your account, view your account information, and change your settings.</p> <p>7</p> <p>Button [Send Verification] Button [Cancel]</p>
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<p>5</p>	<p>MFA Setup</p> 	<p>[Toyota Financial Services logo]</p> <p>Login</p> <ol style="list-style-type: none"> 1 Security Code Verification 2 [✓] A verification code was sent to [email] 3 Enter Email Verification Code [envelope icon] [text box] Button [Verify] 4 Email New Verification Code Edit Account Management Email Cancel 	<p>[Lexus Financial Services logo]</p> <p>Login</p> <ol style="list-style-type: none"> 1 Security Code Verification 2 [✓] A verification code was sent to [email] 3 Enter Email Verification Code [envelope icon] [text box] Button [Verify] 4 Email New Verification Code Edit Account Management Email Cancel
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6

MFA Setup



1

Select Security Preference ⓘ

2

Remember this computer / device. It is my own private device of which I'm the only user.

3

Do not remember this computer / device. This is a public device and/or one that is used by people other than myself.

4

2-Step Verification (optional): If you would like to have our system ALWAYS challenge you whenever anyone tries to access your account (including yourself).

Continue

[Toyota Financial Services logo]

Login

Security Setup

[✓]Your Account Has Been Verified

Select Security Preference

1

[info bubble]
If you select "Remember this computer / device" the next time you log in, you may be able to skip security verification. By selecting "Do not remember this computer / device," you will have to enter a verification code when you log in. Do not select "Remember this computer / device" if your device is used by people you don't trust with your account or personal information.

2

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

3

[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.

4

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

Button [Continue]

[Lexus Financial Services logo]

Login

Security Setup

[✓]Your Account Has Been Verified

Select Security Preference

1

[info bubble]
If you select "Remember this computer / device" the next time you log in, you may be able to skip security verification. By selecting "Do not remember this computer / device," you will have to enter a verification code when you log in. Do not select "Remember this computer / device" if your device is used by people you don't trust with your account or personal information.

2

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

3

[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.

4

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

Button [Continue]

7

Paperless

The screenshot shows the Toyota Financial Services 'Paperless' enrollment page. At the top, there is the Toyota logo and 'FINANCIAL SERVICES' text, along with a 'Log Out' button. Below this is a dark grey 'Login' header. The main content area is titled 'You're Enrolled in Paperless Billing' with a green leaf icon. It lists 'Bill notifications for' two vehicles: '0123456789 | 2016 Camry' and '123456AA789 | 2008 Prius C'. The email address is shown as '*****oe@gmail.com' with an 'Edit' link. A paragraph explains that billing statements are sent electronically unless the user opts for paper. A checkbox is provided for 'I would like to receive paper billing statements by regular mail and electronically.' Below this is a disclaimer about agreeing to receive electronic statements. A large red button labeled 'Agree & Continue' is at the bottom. A footer note mentions updates to 'Electronic Communications & Agreements' and 'Online Policies & Agreements'.

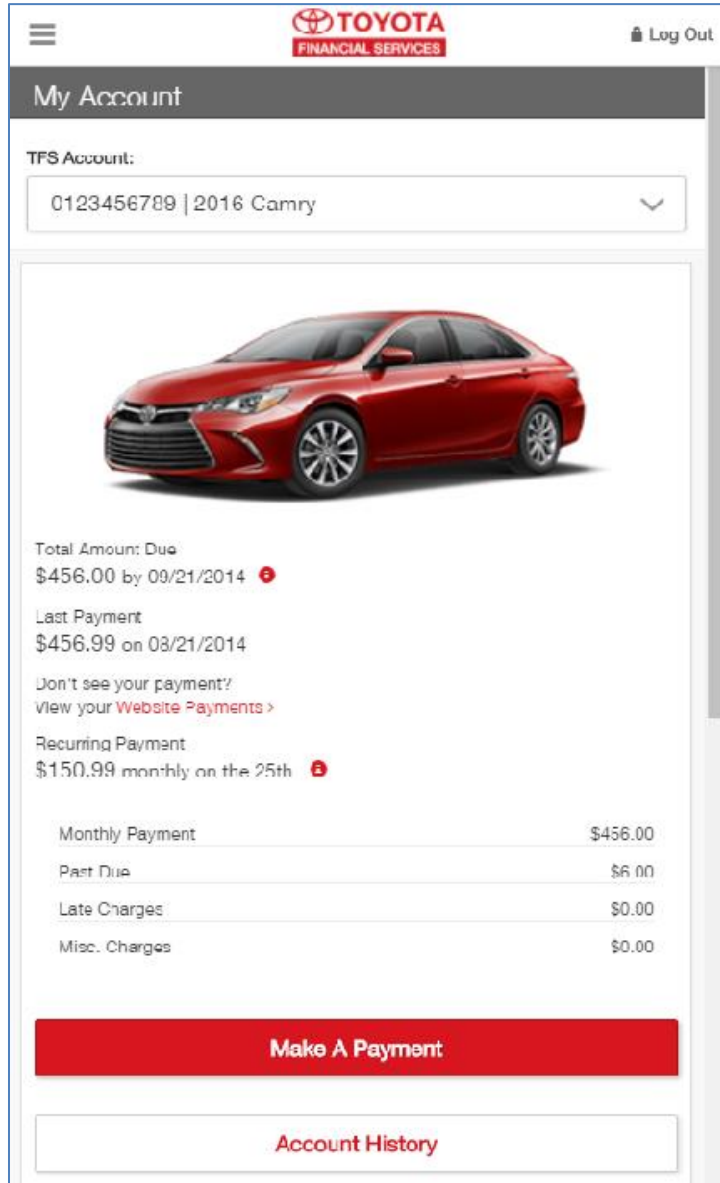
No copy changes

No copy changes

8	<p>Paperless</p> <div data-bbox="352 232 1166 654"><p>Thank you for going paperless!</p><p>You have chosen to only receive electronic billing statements.</p><p>Your selection may take up to 2 billing cycles to take effect. Elections will apply to all account holders on this account.</p><ul style="list-style-type: none">1234567890 2016 Camry123456AA789 2008 Prius C<p>Continue</p></div>	No copy changes	No copy changes
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9

My Account



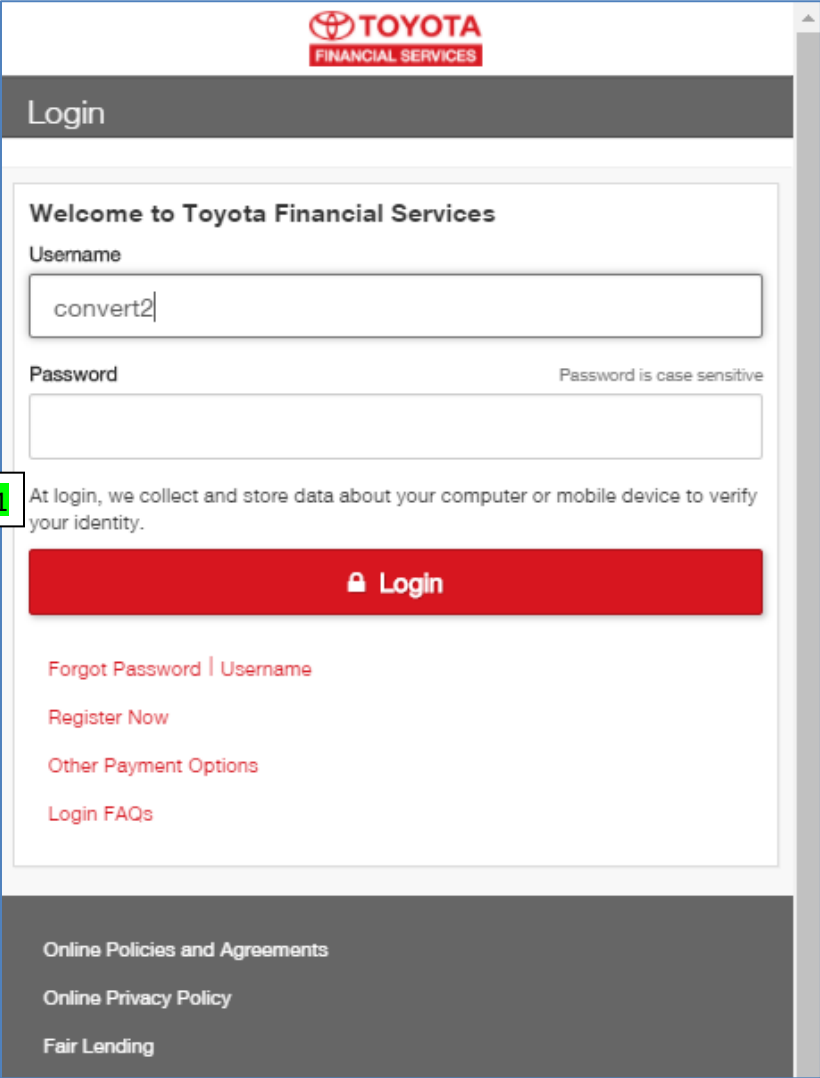
The screenshot shows the 'My Account' page for Toyota Financial Services. At the top, there is a navigation bar with the Toyota logo and 'FINANCIAL SERVICES' text, and a 'Log Out' button. Below this is a header 'My Account'. The main content area includes a 'TFS Account:' dropdown menu showing '0123456789 | 2016 Camry'. A red Toyota Camry is displayed in the center. Below the car, there is a section for 'Total Amount Due' showing '\$456.00 by 09/21/2014'. Underneath, 'Last Payment' is listed as '\$456.99 on 03/21/2014'. A link 'View your Website Payments >' is provided. The 'Recurring Payment' section shows '\$150.99 monthly on the 25th'. At the bottom, there is a table of charges and two buttons: 'Make A Payment' and 'Account History'.

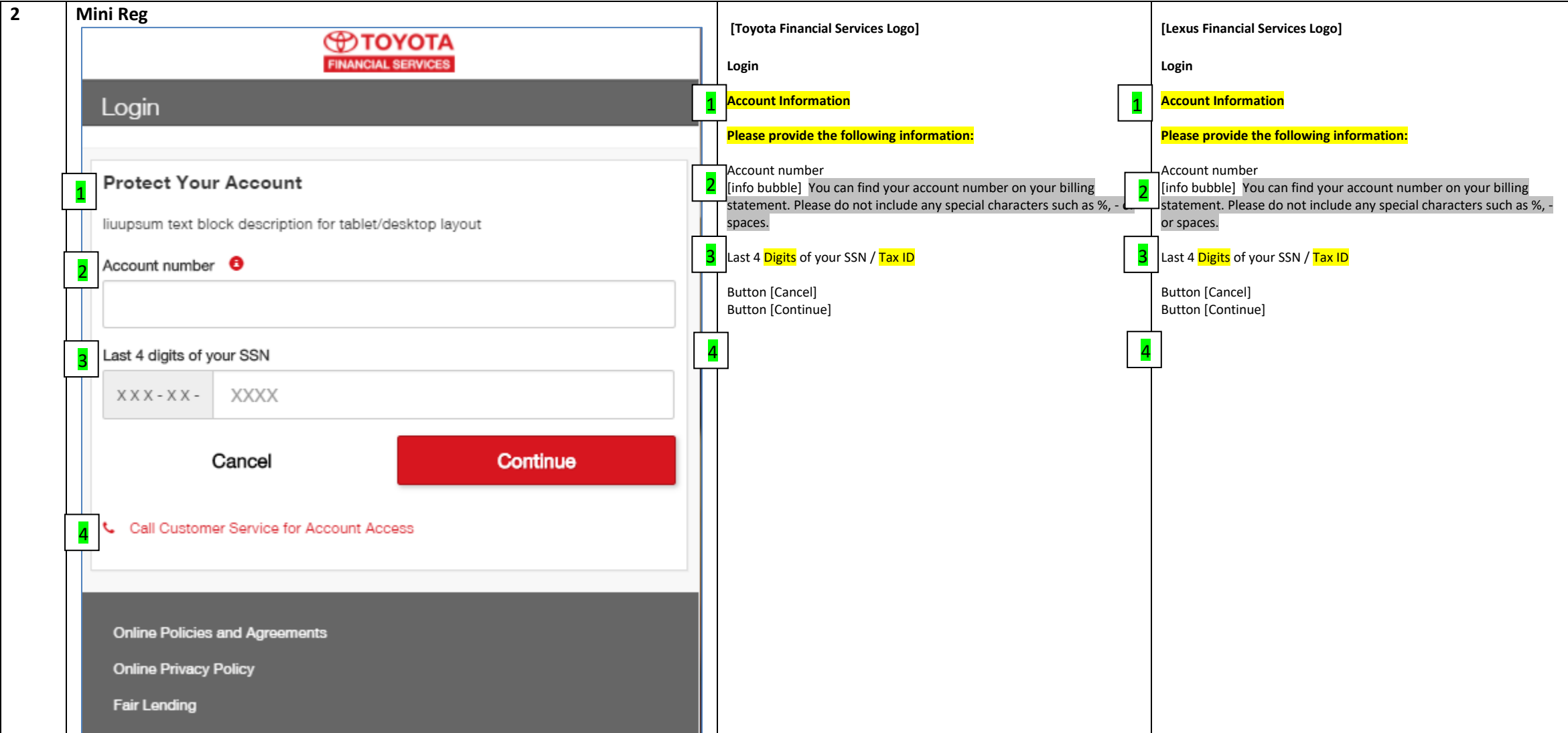
Monthly Payment	\$456.00
Past Due	\$6.00
Late Charges	\$0.00
Misc. Charges	\$0.00

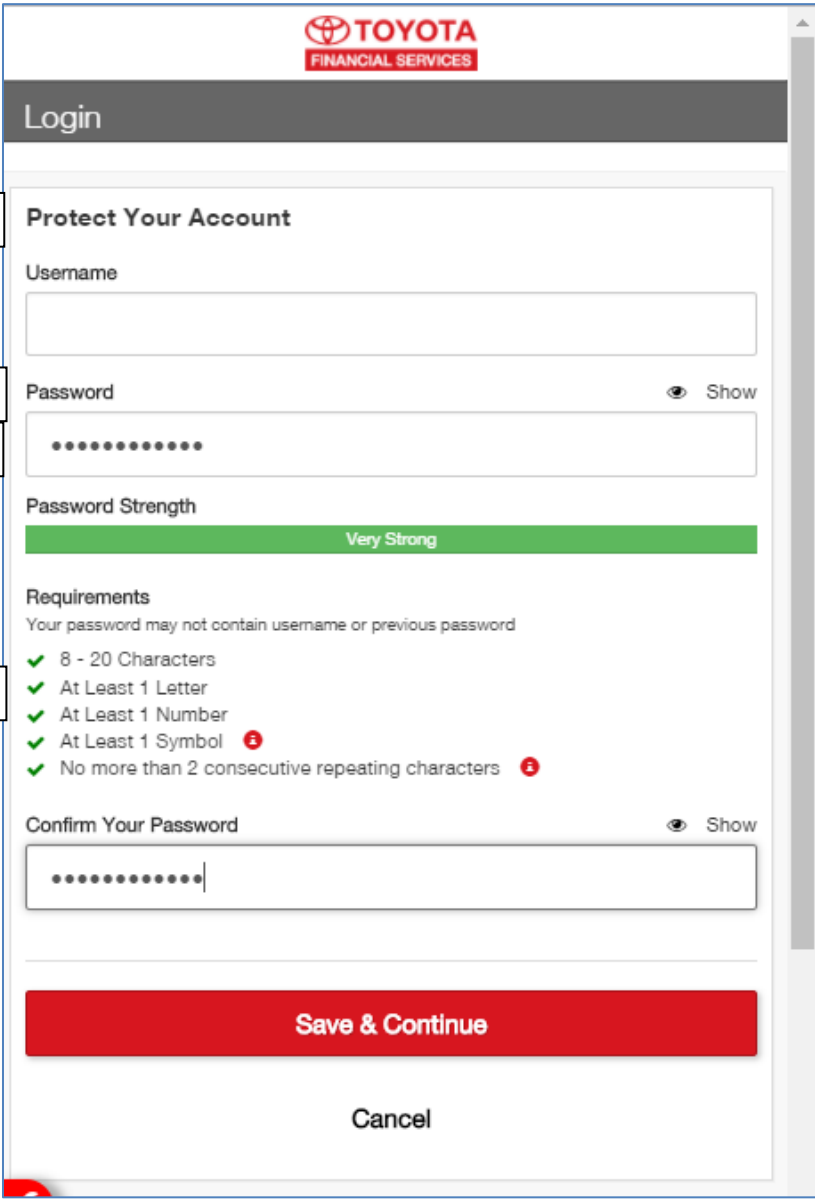
No copy changes

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2.2 (CONVERT2) NON MSFA AND/OR NON UP COMPLIANT

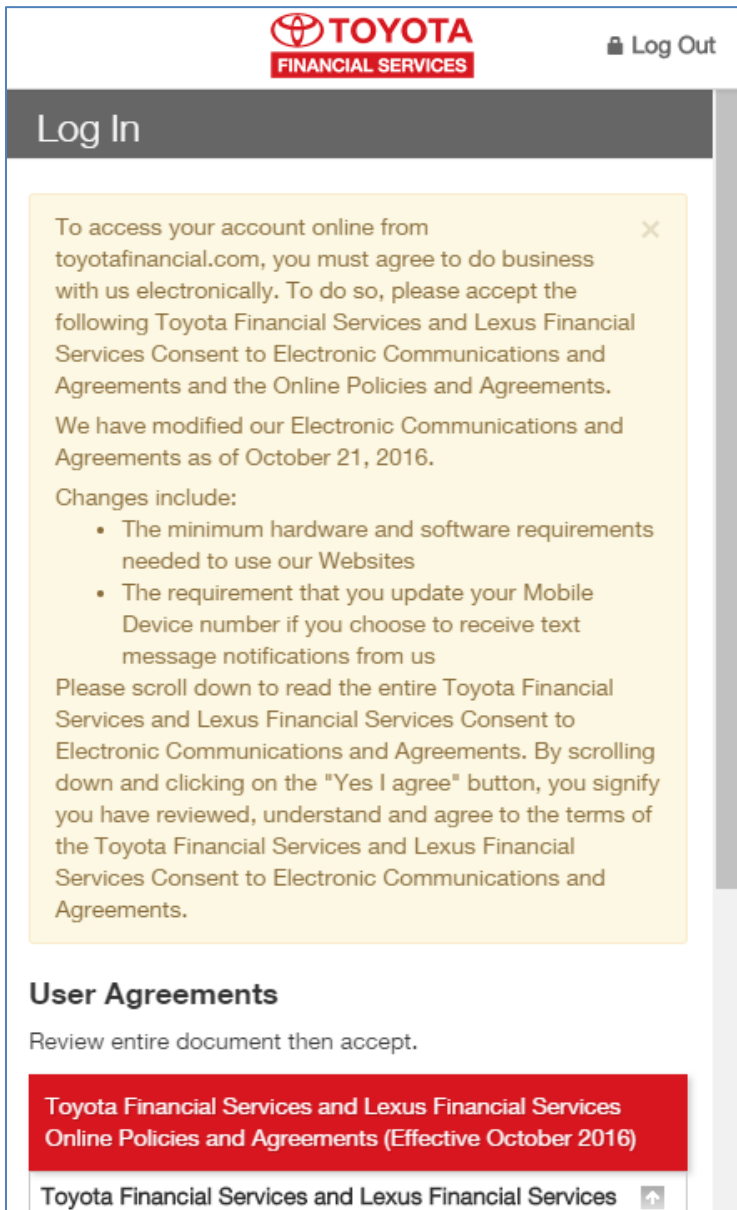
Page	Mobile Web Prototype Pages	TFS mWeb Proposed Content	LFS mWeb Proposed Content
1	<p>Login</p>  <p>1 At login, we collect and store data about your computer or mobile device to verify your identity.</p>	<p>[Toyota Financial Services Logo]</p> <p>Login</p> <p>Welcome to Toyota Financial Services</p> <p>Username [text box]</p> <p>Password Password is case sensitive [text box]</p> <p>1 At login, we collect and store data about your device (i.e., smartphone, computer or tablet) to verify your identity.</p> <p>Button [Login]</p> <p>Forgot Password Username Register Now Other Payment Options Login FAQs</p>	<p>[Lexus Financial Services logo]</p> <p>Login</p> <p>Welcome to Lexus Financial Services</p> <p>Username [text box]</p> <p>Password Password is case sensitive [text box]</p> <p>1 At login, we collect and store data about your device (i.e., smartphone, computer or tablet) to verify your identity.</p> <p>Button [Login]</p> <p>Forgot Password Username Register Now Other Payment Options Login FAQs</p>



<p>3</p>	<p>New Username and Password</p> 	<p>[Toyota Financial Services Logo]</p> <p>Login</p> <p>1 Account Information</p> <p>Username [text box]</p> <p>2 Account Management Email [text box]</p> <p>Password Password is case sensitive [eye icon] Show [text box]</p> <p>Password Strength [scale]</p> <p>Requirements Your password may not contain username or previous password. X or check] 8 - 20 characters [X or check] At least 1 letter [X or check] At least 1 number [X or check] At least 1 symbol [info bubble] ~ ! @ # \$ % ^ & * () _ + - = [] \ ; , . / : " ' & # ; : " ~ ! @ # \$ % ^ & * () _ + - = [] \ ; , . / : " [X or check] No more than 2 consecutive repeating characters [info bubble] 111, aaa, !!!</p> <p>Confirm Your Password [eye icon] Show [text box]</p> <p>Button [Save & Continue] Button [Cancel]</p>	<p>[Lexus Financial Services Logo]</p> <p>Login</p> <p>1 Account Information</p> <p>Username [text box]</p> <p>2 Account Management Email [text box]</p> <p>Password Password is case sensitive [eye icon] Show [text box]</p> <p>Password Strength [scale]</p> <p>Requirements Your password may not contain username or previous password. X or check] 8 - 20 characters [X or check] At least 1 letter [X or check] At least 1 number [X or check] At least 1 symbol [info bubble] ~ ! @ # \$ % ^ & * () _ + - = [] \ ; , . / : " ' & # ; : " ~ ! @ # \$ % ^ & * () _ + - = [] \ ; , . / : " [X or check] No more than 2 consecutive repeating characters [info bubble] 111, aaa, !!!</p> <p>Confirm Your Password [eye icon] Show [text box]</p> <p>Button [Save & Continue] Button [Cancel]</p>
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4

EBA OC



The screenshot shows the Toyota Financial Services website. At the top, there is a navigation bar with the Toyota logo and 'FINANCIAL SERVICES' on the left, and a 'Log Out' button on the right. Below the navigation bar is a dark grey 'Log In' header. A large yellow pop-up box is centered on the page, containing the following text:

To access your account online from toyotafinancial.com, you must agree to do business with us electronically. To do so, please accept the following Toyota Financial Services and Lexus Financial Services Consent to Electronic Communications and Agreements and the Online Policies and Agreements. We have modified our Electronic Communications and Agreements as of October 21, 2016.

Changes include:

- The minimum hardware and software requirements needed to use our Websites
- The requirement that you update your Mobile Device number if you choose to receive text message notifications from us

Please scroll down to read the entire Toyota Financial Services and Lexus Financial Services Consent to Electronic Communications and Agreements. By scrolling down and clicking on the "Yes I agree" button, you signify you have reviewed, understand and agree to the terms of the Toyota Financial Services and Lexus Financial Services Consent to Electronic Communications and Agreements.

User Agreements

Review entire document then accept.

Toyota Financial Services and Lexus Financial Services Online Policies and Agreements (Effective October 2016)

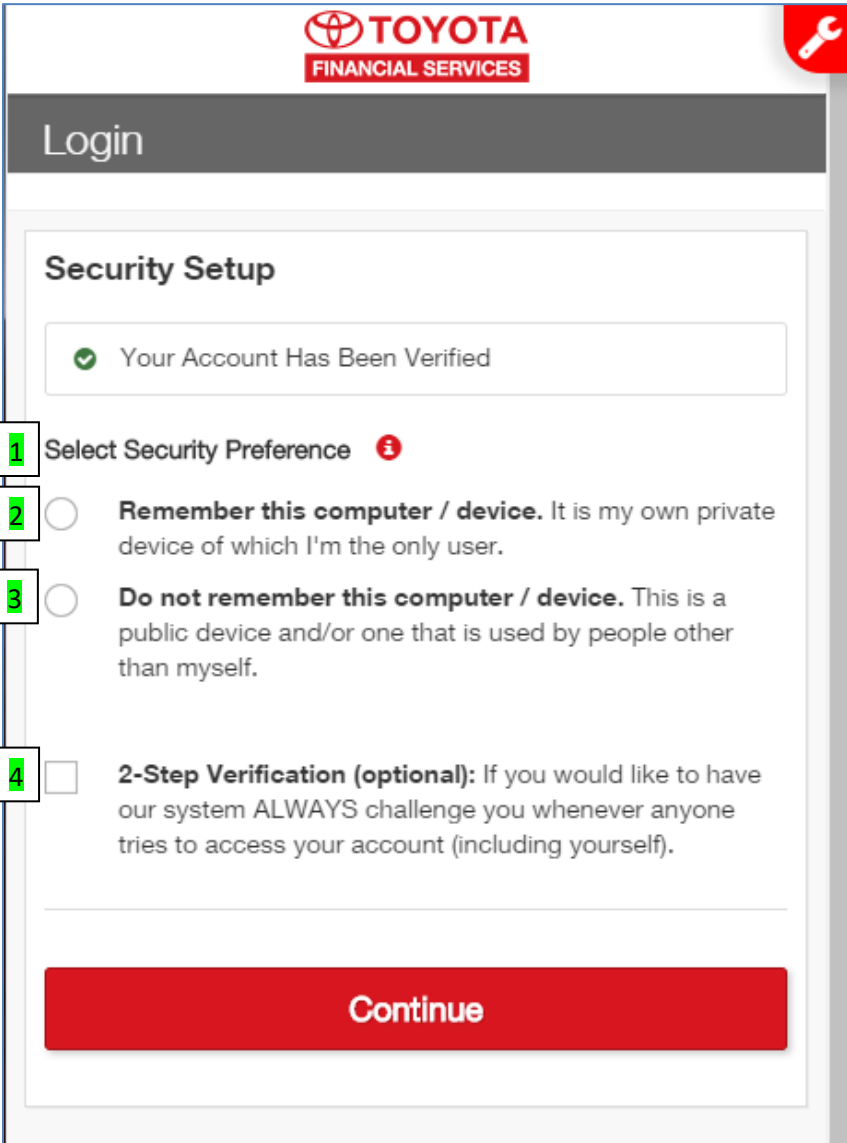
At the bottom of the pop-up, there is a red button with the text 'Toyota Financial Services and Lexus Financial Services Online Policies and Agreements (Effective October 2016)'. Below the pop-up, the website's footer is partially visible, showing 'Toyota Financial Services and Lexus Financial Services' with an upward arrow icon.

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5	<p>MFA Setup</p>	<p>[Toyota Financial Services logo]</p> <p>Login</p> <p>Security Setup</p> <p>1 To help verify your account, we'll send a code to your email address.</p> <p>Email Address [email address] [pencil icon] Edit</p> <p>2 p</p> <p>Phone (Recommended) It's optional, but verifying your phone number now can save you time in the future by giving you another way to access your account when email is unavailable or inconvenient.</p> <p>3 [Dropdown] Select One Mobile Landline [text box] [XXX-XXX-XXXX]</p> <p>4 [radio button] Text Me [radio button] Call Me</p> <p>5 Message & data rates may apply.</p> <p>6 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.</p> <p>Note: Please be aware that anyone with access to your email or phone may be able to log in into your account, view your account information, and change your settings.</p> <p>Button [Send Verification] Button [Cancel]</p>	<p>[Lexus Financial Services logo]</p> <p>Login</p> <p>Security Setup</p> <p>1 To help verify your account, we'll send a code to your email address.</p> <p>Email Address [email address] [pencil icon] Edit</p> <p>2 p</p> <p>3 Phone (Recommended) It's optional, but verifying your phone number now can save you time in the future by giving you another way to access your account when email is unavailable or inconvenient.</p> <p>4 [radio button] Text Me [radio button] Call Me</p> <p>5 Message & data rates may apply.</p> <p>6 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.</p> <p>Note: Please be aware that anyone with access to your email or phone may be able to log in into your account, view your account information, and change your settings.</p> <p>Button [Send Verification] Button [Cancel]</p>
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<p>6</p>	<p>MFA Setup</p>	<p>[Toyota Financial Services logo]</p> <p>Login</p> <p>1 Security Code Verification</p> <p>2 [✓] A verification code was sent to [email]</p> <p>3 Enter Email Verification Code [envelope icon] [text box] Button [Verify]</p> <p>4 Email New Verification Code Edit Account Management Email Cancel</p>	<p>[Lexus Financial Services logo]</p> <p>Login</p> <p>1 Security Code Verification</p> <p>2 [✓] A verification code was sent to [email]</p> <p>3 Enter Email Verification Code [envelope icon] [text box] Button [Verify]</p> <p>4 Email New Verification Code Edit Account Management Email Cancel</p>
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6	<p>MFA Setup</p> 	<p>[Toyota Financial Services logo]</p> <p>Login</p> <p>Security Setup</p> <p>[✓]Your Account Has Been Verified</p> <p>Select Security Preference</p> <p>1 [info bubble] If you select "Remember this computer / device" the next time you log in, you may be able to skip security verification. By selecting "Do not remember this computer / device," you will have to enter a verification code when you log in. Do not select "Remember this computer / device" if your device is used by people you don't trust with your account or personal information.</p> <p>2 [radio button] Remember this computer / device. I am the only user of this computer / device.</p> <p>3 [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.</p> <p>4 [radio button] Do not remember this computer / device. There are other users of this shared computer / device.</p> <p>Button [Continue]</p>	<p>[Lexus Financial Services logo]</p> <p>Login</p> <p>Security Setup</p> <p>[✓]Your Account Has Been Verified</p> <p>Select Security Preference</p> <p>1 [info bubble] If you select "Remember this computer / device" the next time you log in, you may be able to skip security verification. By selecting "Do not remember this computer / device," you will have to enter a verification code when you log in. Do not select "Remember this computer / device" if your device is used by people you don't trust with your account or personal information.</p> <p>2 [radio button] Remember this computer / device. I am the only user of this computer / device.</p> <p>3 [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.</p> <p>4 [radio button] Do not remember this computer / device. There are other users of this shared computer / device.</p> <p>Button [Continue]</p>
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7

Paperless

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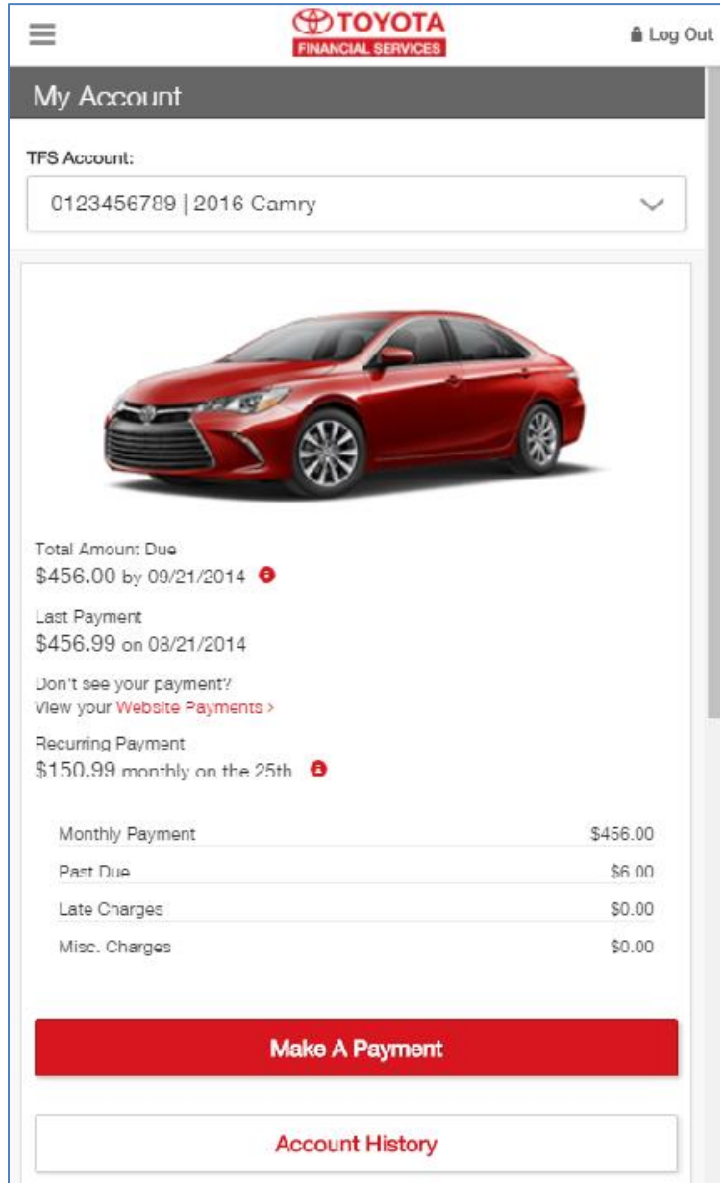
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9

My Account



The screenshot shows the 'My Account' page for Toyota Financial Services. At the top, there is a navigation bar with the Toyota logo and 'FINANCIAL SERVICES' text, and a 'Log Out' button. Below this is a header 'My Account'. The main content area includes a 'TFS Account:' dropdown menu showing '0123456789 | 2016 Camry'. A red Toyota Camry is displayed in the center. Below the car, there is a summary of account details: 'Total Amount Due \$456.00 by 09/21/2014', 'Last Payment \$456.99 on 03/21/2014', and 'Recurring Payment \$150.99 monthly on the 25th'. A table at the bottom lists payment components: Monthly Payment (\$456.00), Past Due (\$6.00), Late Charges (\$0.00), and Misc. Charges (\$0.00). At the very bottom, there are two buttons: 'Make A Payment' (red) and 'Account History' (white).

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