

## Customer Journey | Buyback/Trade-In/Early Lease Termination Option

If you are a Class Member who owns or leases a vehicle that is eligible for the Volkswagen/Audi/Porsche Emissions Settlement, you have the option to sell your vehicle back to the Company or terminate your lease without an early termination penalty. Below is a high-level overview of that process.

You may also choose to wait and learn more about an emissions modification (if approved for your vehicle) before selecting an option.

For complete details, please visit [VWCourtSettlement.com](http://VWCourtSettlement.com).



Customer



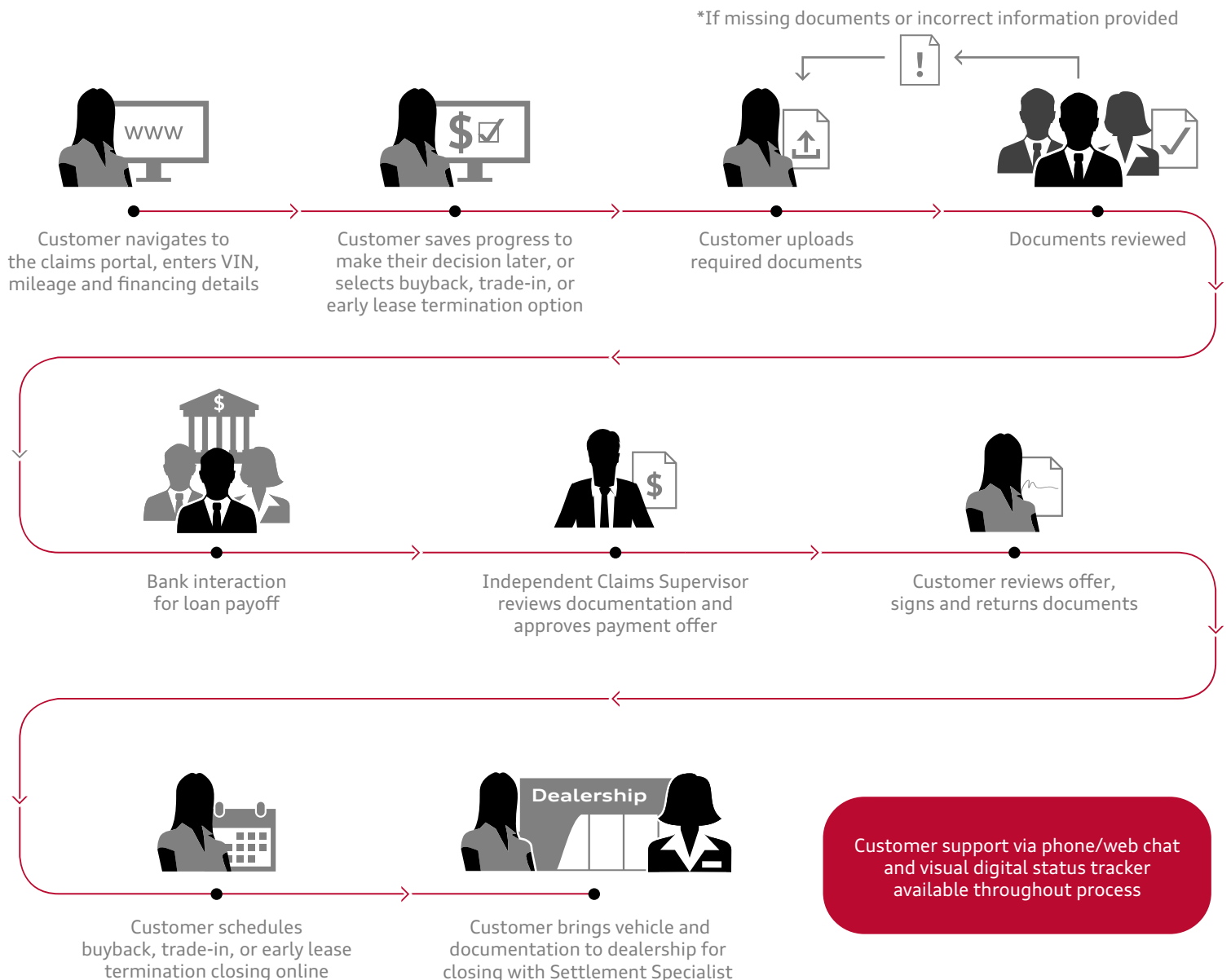
Customer Support and Administrative Team



Independent Claims Supervisor



Settlement Specialist



Customers may wait for an approved emissions modification before making a buyback/modification decision.

This material is proprietary and confidential and was created for training and demonstrative purposes only. It reflects the best information available to VWGoA at this time, and the process described is subject to court approval. Any reference to an emissions modification is expressly contingent upon, and deemed void without, all required regulatory approvals. The material is preliminary, and contains only VWGoA's current expectations about the process.