



Frequently Asked Questions

Q: What does the settlement mean for me?

A: The settlement is available to group members who satisfy three eligibility criteria. Eligibility criteria is detailed at www.vwsettlement.com.au

The ACCC proceedings are independent of the class actions.

Q: What is a group member?

A: Group members in the Bannister Law class actions are people who held an interest in an affected vehicle as at 18 September 2015. Group members in the Maurice Blackburn class actions are people who held an interest in an affected vehicle as at 3 October 2015. If you are not a group member then you are not eligible to register for the settlement.

Q: Does this mean Volkswagen is guilty of breaching compliance in Australia?

A: No findings have been made against Volkswagen in the class actions. Those actions were settled on a no admissions basis. In the civil regulatory proceedings brought by the ACCC, irrespective of the penalty, the Federal Court of Australia has made declarations that certain implied representations made by Volkswagen AG to the Australian government in relation to regulatory approvals sought and obtained at the time affected vehicles were imported to Australia were false. There was, however, no evidence before the Court that any actual harm to public health or the environment, or any loss to Australian consumers, arose specifically in connection with the affected vehicles in Australia. The case against Volkswagen Group Australia, and the separate proceedings against Audi AG and Audi Australia in respect of Audi vehicles, have been dismissed in their entirety with no orders made against any of those entities.

Q: Has this issue impacted the residual value of my vehicle?

A: There is no evidence to suggest there has been any impact to residual value of vehicles. The market share of diesel vehicles is decreasing and the development of residual value risks is closely monitored. That said, a significant erosion of diesel residual values cannot be seen and what we are observing at present in the market for used diesel vehicles is, dependent on life cycle and general market trends, within the normal range of fluctuation.

Q: My vehicle did not have the software update, should I bother?

A: Volkswagen believes that the best outcome for customers is the implementation of the technical measures, and strongly recommends that the technical measures are applied to customers' vehicles. If you own an affected vehicle, we recommend you book an appointment

with your preferred Volkswagen dealer to have the technical measures applied. The software update and, where necessary, the installation of a minor hardware component will be provided free of charge and be installed in less than an hour.

Q: Will Volkswagen close its doors given the expected fine?

A: The penalty amount applies only to Volkswagen AG, and does not affect Volkswagen Group Australia.

The Volkswagen Group, which is one of the world's largest automobile manufacturers, sells vehicles in 153 countries.

The Group comprises twelve brands from seven European countries: Volkswagen Passenger Cars, Audi, SEAT, ŠKODA, Bentley, Bugatti, Lamborghini, Porsche, Ducati, Volkswagen Commercial Vehicles, Scania, and MAN. In addition, the Volkswagen Group offers a wide range of financial services, including dealer and customer financing, leasing, banking and insurance activities, and fleet management. It is not expected that the fine payable to resolve the Australian regulatory proceedings will adversely affect Volkswagen's mission to be the globally leading provider of sustainable mobility.

Q: How do I contact the class action lawyers?

A: You can contact Maurice Blackburn or Bannister Law for further information or if you have any questions regarding the proposed settlement or registration process:

Maurice Blackburn

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