



Volkswagen

Information Sheet concerning PostIdent

With this information sheet, we would like to inform you of the POSTIDENT procedure to unambiguously identify your person.

Volkswagen AG uses the POSTIDENT procedure of Deutsche Post AG which enables you to make identification via video chat or at a post office within four weeks after our notification is made.

Identification at a Post Office:

1. You require the following: A valid ID document and the POSTIDENT coupon which we will send to you with a cover letter via post. Insofar as you receive a POSTIDENT link from us, you may also print out the coupon on your own for identification purposes at a post office.
2. Then search for the next post office of Deutsche Post AG.
3. At the counter, you must present the POSTIDENT coupon as well as the ID document and confirm your data via your personal signature. The employee at the counter will then take care of the rest for you.

Web-Based Identification via Video Chat:

1. You require the following: A valid ID document, your individual POSTIDENT link, your mobile phone and a PC with a web cam, a microphone and a loudspeaker.
2. Select the identification via video chat when you have reached the POSTID portal. Alternatively, you may also print out the POSTIDENT coupon and identify yourself personally at a post office of Deutsche Post AG.
3. If you have selected the video chat, you will be connected to an employee of Deutsche Post AG. He or she will lead you through the continued process, verify your ID documents and take photos then.
4. Finally, by entering an SMS-TAN, which will be sent to your mobile phone automatically, the identification process will be confirmed and completed.

You can also find a list of the permissible ID documents for both POSTIDENT procedures and additional information in this regard on the website of Deutsche Post AG at <https://www.deutschepost.de/en/p/postident.html>.

If you should not be able to utilise the POSTIDENT procedure (e.g. because your ID documents are not accepted by Deutsche Post AG or language barriers exist), please contact our Volkswagen Customer Support – Team for Data Protection at +49 (0) 5361-9-15010, +49 (0) 800-8932836724889, 00800-8932836724889 or privacy@volkswagen.de.