

Making a report to our Whistleblower System – Online Platform (speakup.report)

Online Reporting Channel

You have the option of using a web-based communication platform to contact the Investigation Office in more than 65 languages. This system is confidential and technically secured and allows you to submit reports anonymously.

You can access the online reporting channel through the following link:

<https://goto.speakup.report/volkswagen>

Please note:

- For customer complaints, please contact respective customer service channels.
- Chinese laws and regulations limit or prohibit cross-border transfer from mainland China of certain “Sensitive Information”, including “Important Data”, “Chinese State Secrets” and “Personal Information”. By submitting such information via Group reporting channels managed by Central Investigation Office in Germany (the reporting channels such as io@volkswagen.de, Speak Up App, Ombudspersons locate overseas), you might risk violating the applicable Chinese laws and regulations and may also bear the risk of being penalized by the competent Chinese authorities.

Making a report to our Whistleblower System – Voice Intake by phone

Voice Intake by phone

You can leave us a voice message by phone 24 hours a day, 7 days a week.

After entering the phone number (specific to the country you are in), you will be prompted to enter the organization code. Then, you can submit your report as a voice recording. Only a written transcript will be received by the Investigation Office. Dial back in to listen to the reply or further questions by our team.

Select a phone number from this list [[click here](#)] for your country or region and have the corresponding organizational code [122203] ready.

Please note:

- For customer complaints, please contact respective customer service channels.
- Chinese laws and regulations limit or prohibit cross-border transfer from mainland China of certain “Sensitive Information”, including “Important Data”, “Chinese State Secrets” and “Personal Information”. By submitting such information via Group reporting channels managed by Central Investigation Office in Germany (the reporting channels such as io@volkswagen.de, Speak Up App, Ombudespersons locate overseas), you might risk violating the applicable Chinese laws and regulations and may also bear the risk of being penalized by the competent Chinese authorities.

Making a report to our Whistleblower System – App: „SpeakUp Listen for a change“ (iOS device)

Speak Up App

You can also download the SpeakUp App “SpeakUp” by People Intouch (personal devices only) to access the secure reporting system. To download the app, you can scan the following QR code:



Through this app, you can submit your report in writing or leave a voice message (also anonymously). You will need the organization code [122203]. Alternatively, you can scan the following QR code:



Log back in to see our team's reply or answer further questions.

Please note:

- For customer complaints, please contact respective customer service channels.
- Chinese laws and regulations limit or prohibit cross-border transfer from mainland China of certain “Sensitive Information”, including “Important Data”, “Chinese State Secrets” and “Personal Information”. By submitting such information via Group reporting channels managed by Central Investigation Office in Germany (the reporting channels such as io@volkswagen.de, Speak Up App, Ombudspersons locate overseas), you might risk violating the applicable Chinese laws and regulations and may also bear the risk of being penalized by the competent Chinese authorities.

China Disclaimer SpeakUp

ATTENTION

Please note that Chinese laws and regulations limits or prohibits cross-border transfer from mainland China of certain "Sensitive Information", including "Personal Information", "Important Data" and "Chinese State Secrets". Because the SpeakUp-Servers are located in Netherland, by submitting such information via the SpeakUp-System you might risk violating the applicable Chinese laws and regulations and may also bear the risk of being sanctioned by the competent Chinese authorities.

Instead of using the SpeakUp-System, please contact the Regional Investigation Office for China via email (io@volkswagen.com.cn) or telephone (+86 010 6531 4794).

The Personal Information mainly includes all kinds of information recorded by electronic or otherwise that can be used to independently identify or be combined with other information to identify a natural person, including without limitation a natural person's name, date of birth, identification number, personal biometric information, address and personal phone number.

The Important Data mainly includes the data closely related to national security, economic development, and the public interest as specified in the Chinese national standards and important data guidelines, but not involving State Secret.

The Chinese State Secret mainly includes matters related to state security and national interests of China that are specified in accordance with legally defined procedures, and the knowledge of which is restricted to a defined scope of personnel within a defined period of time.

Please note that we cannot handle any questions you may have about customer service in relation to your vehicle. Please direct any such queries to Customer Care responsible for related product and service.

向举报系统提交报告 – 线上报告渠道（speakup.report）

线上报告渠道

您可以选择使用网络交流平台，以超过 65 种语言与调查办公室联系。该系统具有保密性和技术安全性，您可以匿名方式提交报告。

您可以通过以下链接访问线上报告渠道：

<https://goto.speakup.report/volkswagen>

请注意：

- 有关客户投诉，请联系负责相关产品和服务的客户服务渠道。
- 中国法律法规限制或禁止从中国大陆跨境传输敏感信息，包括个人信息、重要数据及中国国家机密。向大众汽车集团德国总部举报渠道（也包括其他境外渠道，例如 Speakup.report、Voice Intake by Phone、Speak Up APP）和外部监察员（其服务器位于境外）提供此类信息可能违反适用的中国法律法规，且可能需承担被中国政府部门处罚的风险。

向举报系统提交报告 – 电话留言（Voice intake by the phone）

电话留言

您可以通过电话给我们留言（7*24）。输入电话号码后，系统会提示您输入组织代码。然后，您可以以语音记录的形式提交报告。调查办公室只会收到书面记录。拨回电话，您可以听取相关答复或向您的进一步提问。

从该列表[[点击此处](#)]中选择您所在国家或区域相应的电话号码（组织机构代码 122203）。

请注意：

- 有关客户投诉，请联系负责相关产品和服务的客户服务渠道。
- 中国法律法规限制或禁止从中国大陆跨境传输敏感信息，包括个人信息、重要数据及中国国家机密。向大众汽车集团德国总部举报渠道（也包括其他境外渠道，例如 Speakup.report、Voice Intake by Phone、Speak Up APP）和外部监察员（其服务器位于境外）提供此类信息可能违反适用的中国法律法规，且可能需承担被中国政府部门处罚的风险。

向举报系统提交报告 – Speak Up App（目前适用于iOS设备）

Speak Up App

您还可以下载由 People Intouch 提供的“SpeakUp”应用程序（仅限个人设备），访问报告系统。要下载该应用程序，您可以扫描 QR 码（目前适用于 iOS 设备）：



通过该应用程序，您可以提交书面报告或语音留言（也可以匿名）。您需要输入组织代码 **122203**。登录后可查看我们团队的回复或回答进一步的问题。作为输入组织代码的替代方式，您也可以扫描以下二维码：



重新登录以查看回复或回答更多问题。

请注意：

- 有关客户投诉，请联系负责相关产品和服务的客户服务渠道。
- 中国法律法规限制或禁止从中国大陆跨境传输敏感信息，包括个人信息、重要数据及中国国家机密。向大众汽车集团德国总部举报渠道（也包括其他境外渠道，例如 [Speakup.report](#)、Voice Intake by Phone、Speak Up APP）和外部监察员（其服务器位于境外）提供此类信息可能违反适用的中国法律法规，且可能需承担被中国政府部门处罚的风险。

关于SpeakUp的免责声明

提示

请知悉，中国相关法律法规限制或禁止跨境传输敏感信息（包括个人信息、重要数据和中国国家秘密）。由于SpeakUp系统的服务器位于荷兰。如果您从中国大陆向SpeakUp系统提交包含此类敏感信息的举报，您将有可能违反中国大陆的适用法律法规，同时有可能受到中国执法机关的处罚。

除了SpeakUp系统，请您通过电子邮件（io@volkswagen.com.cn）或电话（+86 010 6531 4794）方式联络我们设置于中国大陆的区域调查办公室。

个人信息主要包括通过电子或其他方式记录的可用于独立识别或结合其他信息识别特定自然人的各种信息，包括但不限于自然人的姓名、出生日期、身份证号码、个人生物特征信息、地址和个人电话号码。

重要数据主要包括与国家标准和重要数据指南中规定的国家安全、经济发展和公共利益密切相关但不涉及国家秘密的数据。

中国国家秘密主要包括关系中国的国家安全和利益，依照法定程序确定，在一定时间内只限一定范围的人员知悉的事项。

请知悉我们无法处理有关车辆的任何客服问题，关于该问题请直接咨询客户服务中心（负责相关产品和服务）。