



INFORMATION NOTICE

Friday, December 20, 2019

Limited Hours & Staffing for the Next Two Weeks:

TICF Year-End Schedule & Emergency Contacts

Although Toyota Industries Commercial Finance (TICF) will have limited operations the next two weeks, we remain committed to supporting your business and helping you close deals throughout month-end and year-end. As such, all dealer and customer business critical departments will have partial staffing from 8:00 am CT – 5:00 pm CT on Dec. 26, 27, 30 and 31. In addition to your usual channels, the Customer Service Team may be able to assist with inquires during the days of limited operation and, as usual, can be reached at (800) 541-2315 or via email ticf_cs_sm@toyotacf.com.

Please see our reduced operations schedule and emergency contacts below.

	Mon., Dec. 23	Tues., Dec. 24	Wed., Dec. 25	Thurs., Dec. 26	Fri., Dec. 27
Credit	Open	Closed	Closed	Open	Open
Funding	Open	Closed	Closed	Open	Open
Titles/Transfer of Equity	Open	Closed	Closed	Open	Open
Customer Service	Open	Closed	Closed	Open	Open
Remarketing	Open	Closed	Closed	Open	Open
Collections	Open	Closed	Closed	Open	Open
All Other Depts.	Open	Closed	Closed	Closed	Closed

	Mon., Dec. 30	Tues., Dec. 31	Wed., Jan.1	Thurs., Jan. 2	Fri., Jan.3
Credit	Open	Open	Closed	Open	Open
Funding	Open	Open	Closed	Open	Open
Titles/Transfer of Equity	Open	Open	Closed	Open	Open
Customer Service	Open	Open	Closed	Open	Open
Remarketing	Open	Open	Closed	Open	Open
Collections	Open	Open	Closed	Open	Open
All Other Depts.	Closed	Closed	Closed	Open	Open

Regional Sales Managers, Department Directors and Executives will also observe the above holiday schedule; however, they will monitor email messages for any urgent matters.

Normal business hours for all departments will resume on Thursday, Jan. 2, 2020.

If you have urgent business and need to reach TICF during the closure detailed above, please contact your [Regional Sales Manager](#). Additional contacts for escalations are listed below.

Department	Contact	Phone Number
Customer Service	Karoon Jarooowit	(469) 990-7711
Collections	Michelle Garcia	(214) 422-8908
Funding	Carolee Furukawa	(310) 977-9112

As always, thank you for your business.