

Instructions for registration

For a login at the Claims Management System (CMS) you are obliged to register. Therefore, we would like to introduce you the following registration procedure:

1. If you intend to use CMS, we require an application in form of an official company letter signed by your company owner/s or managing board. Please send it to our email-account: VIB-Transport@vwfs.com. The letter shall provide the following information:
 - a) Name and address of the company (according to the commercial register)
 - b) Bank details (IBAN, BIC)
 - c) E-Mail-address

After closing of the payment process in respect of your claims, we will inform the involved parties in your company automatically via e-mail. Please consider to submit the exact address to us and to inform us in case of changes.

2. According to your enquiry, we will generate a unique Login-ID and Password. For a fast processing, we would also require all the data as defined above.
3. Login-ID and Password will be sent to the e-mail-address, which you have provided us with.

Would you have any questions or need any support, please do not hesitate to contact Mr. Florian Karsch, phone +49-531-212-84864