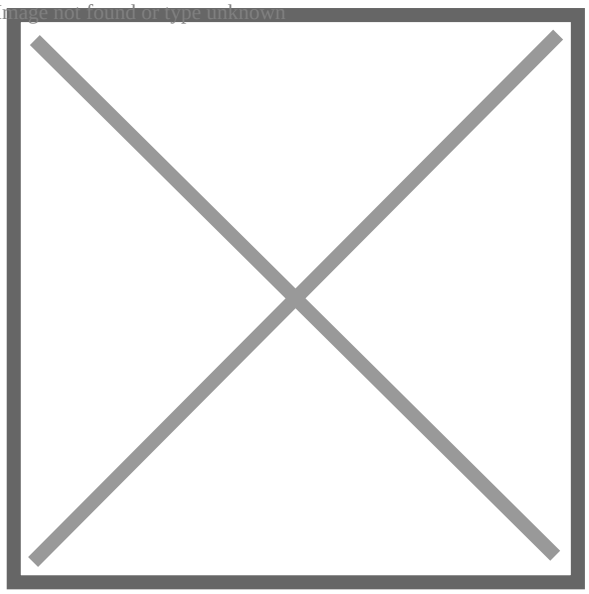
Anna Sampang

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Anna Sampang is group vice president and chief customer officer of Toyota Financial Services (TFS), overseeing the company's customer experience strategy to create high-quality solutions that drive customer satisfaction. She is also responsible for the TFS enterprise efforts to enhance the company's culture, which includes leading and centralizing a wide range of training and development functions. In addition, she leads the service operations organization, guiding the functions of customer/dealer experience, debt management, quality assurance, knowledge management, operations/technology planning, operations compliance, workforce management, and supplier management.

Previously, Sampang served as chief information officer, leading the company's technology and data teams. In that role, she introduced and mobilized the technology and data strategy, defining and delivering key priorities and solutions.

Sampang joined Toyota Motor Sales in 1993 and has held roles of increasing responsibility in engineering management, human resources, operations planning, and technology solutions since that time.

In 2000, Sampang joined TFS as an e-business strategy manager and launched the toyotafinancial.com and lexusfinancial.com websites. She subsequently took on a hybrid role in human resources, as an HR consultant responsible for supporting the technology organization and delivering organizational development initiatives. Sampang was later promoted to national manager, overseeing the project management office in the IT organization.

In 2006, Sampang joined Toyota Financial Savings Bank as the national programs manager, responsible for system conversions, program implementations, strategy, and communications. She was appointed as the chief operating officer in 2012, adding the responsibility for operations and vendor management to her role. In 2013, Sampang returned to Toyota Financial Services and was promoted to the position of corporate manager, service operations strategy, planning and support. In 2017, she was promoted to vice president of service operations strategy, planning and support.

Sampang graduated from California State Polytechnic University in Pomona, earning a Bachelor’s in Industrial Engineering, and receiving her Master’s in Business Administration from the University of California, Irvine.