

COMPLAINTS CHARTER

Bluestone is committed to providing the highest standard of service whilst providing for your financial needs. There may come a time when our service does not meet your expectations. Should this happen, please let us know and we will endeavour to resolve the issue quickly, fairly and responsibly. However, should you feel the need to escalate your complaint, you can take it further.

How to make a complaint:

T 01 644 8900

E complaints@bluestonemf.ie

Bluestone Motor Finance (Ireland) DAC
Compliance Manager
Unit 18 Northwood House
Santry
Dublin 9
Ireland

We aim to resolve your complaint **within 5 working days**. However sometimes it may take longer to resolve your complaint. If this happens, we will advise you of this and keep you updated.

Should your complaint take more than five days to resolve, we will send you a letter with the name of a dedicated employee who will be your point of contact for any updates. We will provide you with regular written updates at intervals not greater than 20 days.

Kindly note that if your complaint is in relation to a merchantable quality issue, this must be reported to us within 12 months of the date that you purchased the vehicle - we are unable to investigate complaints of this nature after 12 months.

W bluestonemf.ie | **T** 01 644 8900

Lines open 9.00am - 5.30pm Monday to Friday. Calls may be recorded.

Bluestone Motor Finance is a business name of Bluestone Motor Finance (Ireland) DAC.
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