

# DAC TERMS OF BUSINESS

## About us

Bluestone Motor Finance (Ireland) DAC part of the Bluestone Group ("Bluestone") is located at: Unit 18 Northwood House, Northwood Business Campus, Santry, Dublin 9, Ireland. Registered in Dublin, Ireland No. 507250

**T** 01 644 8900 **E** [info@bluestonemf.ie](mailto:info@bluestonemf.ie)

## Customer default

In the event of default on your agreement, we will terminate the agreement and take action (including legal proceedings) to recover monies owed to us and/or damages. We may also make a report to credit reference agencies impacting your Credit Rating.

## Use of your Personal data

How Bluestone uses your data is detailed in full in our Privacy Policy which is available on our website [www.bluestonemf.ie](http://www.bluestonemf.ie).

## Charges

Bluestone levies charges for our services as detailed in our statement of fees and charges which is available on our website [www.bluestonemf.ie](http://www.bluestonemf.ie).

## Complaints handling

We welcome your feedback, as it gives us the opportunity to put the situation right, and improve our products, processes and customer service in the future. Our aim will be to resolve your complaint as quickly as possible. A complaint can be made verbally or in writing:

**T** 01 644 8900 **E** [complaints@bluestonemf.ie](mailto:complaints@bluestonemf.ie)

Bluestone Motor Finance (Ireland) DAC  
Customer Service  
Unit 18 Northwood House  
Santry  
Dublin 9

We will acknowledge your complaint within 5 business days of receipt and provide you with a written response to your complaint within 40 business days, if not sooner.

**W** [bluestonemf.ie](http://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.  
Registered in Dublin, Ireland No. 507250 at Unit 18 Northwood House, Northwood Business Campus, Santry, Dublin