

# COVID-19 CUSTOMER FAQs

## **What measures are you taking in respect of the Coronavirus (COVID-19)?**

The Bluestone team have followed the Government's guidance and now have the majority of our workforce working from home and all our usual communication lines remain open.

During this uncertain time, we acknowledge that many of you could be affected by COVID-19. We have implemented a forbearance initiative and will continue to provide support for customers experiencing payment difficulties.

## **I am a motor finance customer and have contracted the Coronavirus or I have been indirectly affected by the Coronavirus and I am worried that I won't be able to make my monthly repayments - what should I do?**

During this uncertain time, we acknowledge that many of you could be affected by COVID-19. If you think you will have trouble paying your finance agreement, we will try to help you but it's really important that you contact us via telephone or email as soon as possible.

## **Am I eligible for the forbearance initiative?**

If we can establish that you have been affected or indirectly affected by the Covid-19 outbreak, you may be entitled to forbearance. Please contact us to discuss your individual circumstances.

## **What happens if I don't meet the criteria for the forbearance initiative?**

We acknowledge that many of you could be affected by COVID-19 and we will try to help you. If you think you will have trouble paying your finance agreement, it's really important that you contact us via telephone or email as soon as possible, so that we can discuss the options available to you.

## **How do I apply for the forbearance initiative?**

If you think you will have trouble paying your finance agreement, we will try to help you but it's really important that you contact us via telephone or email as soon as possible, so that we can assess if you are eligible for forbearance..

## If I proceed with forbearance, what will happen to my credit score?

We will make every effort to ensure that if you take a payment holiday it does not negatively impact on your credit score.

### Ways to contact us

**Please note we are receiving exceptionally high call volumes due to the Covid-19 pandemic. We'd advise contacting us via email to reduce your call waiting time.**

**E** [bmficovid19@bluestonemf.ie](mailto:bmficovid19@bluestonemf.ie)

**T** 01 644 8900

Available 9:00 am to 6:00 pm Monday to Friday. Calls may be recorded.

Bluestone Motor Finance  
Unit 18 Northwood House, Northwood Business Campus, Santry, Dublin

Please [click here](#) for Help with your financial difficulties

**W** [bluestonemf.ie](http://bluestonemf.ie) | **T** 01 644 8900

Lines open 9.00am - 6.00pm Monday to Friday. Calls may be recorded.

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