

Help with financial difficulties

'Update for customers on COVID-19'

We're here to support you. If you are concerned about your ability to maintain payments on your mortgage, please contact us as soon as possible.

During this uncertain time, we acknowledge that many of you could be affected by COVID-19. We are implementing the Government's payment holiday initiative and will continue to provide support for customers experiencing payment difficulties. The information below details how we may be able to assist you.

We'll continue to work hard to ensure we keep delivering a high level of service, but please be patient with us as we react to the fast changing conditions and the increase in customers who need to talk to us.

Our contact details are listed below.

If you have trouble paying your mortgage, we will try to help you but it's really important that you contact us as soon as possible.

Ways to contact us;

If your Mortgage Account number is 7 digits, beginning '200';

T 0800 368 1834

E customersupport@bluestone.co.uk

3rd Floor, 22 Chancery Lane, London, WC2A 1LS

Available from 9:00 am to 5.30 pm Monday to Friday. Calls may be recorded.

If your Mortgage Account number is 9 digits beginning '10'

T 0345 130 4386

E customersupport@bluestone.co.uk

Gateway House, Gargrave Road, Skipton, BD23 1UD

Available from 8:30 am to 5:30 pm Monday to Friday. Calls may be recorded.

We'll ask you:

- What's happened so we can understand why you're having difficulties and when you think you'll be able to overcome them.
- What you can afford to pay us.
- Details of your current income and outgoings.

We can:

- Give you details of agencies that offer free debt advice. We can talk to them about your situation too.
- Arrange a short term payment plan based on what you can afford.
- Change the way you make your payments or the date you make them.
- Temporarily change the type of mortgage you have to reduce your payments.
- Add any arrears to your normal loan balance.

If we can offer one of these arrangements we'll explain exactly how it would work and give you time to think about it. We also strongly recommend that you speak to your adviser before making changes to your mortgage. If we can't offer you any of these options, we'll explain why.

If we don't hear from you or we can't contact you, one of our representatives may come out to visit you to discuss your financial difficulties in person. The cost of this visit will be charged to your mortgage account.

What you can do:

- Tell us as soon as you think you might experience any difficulties.
- Get some advice on how to manage your debt.
- Keep in touch with us and respond quickly if we try to contact you.
- Make sure you keep any other people paying or guaranteeing the mortgage updated.
- Keep to any agreed payment plan, or tell us if there are any changes which may affect our arrangement.
- Find out if you're entitled to any state benefits or tax credits which could increase your income.
- Check to see if you have insurance cover to help with your payments.
- Tell us if you move to a new address.

Long term financial difficulties

If your problems can't be resolved quickly or we can't find a solution we may agree for you to stay in the property and sell it yourself. We may also start legal proceedings to repossess the property. This doesn't mean we will repossess your property. Possession is always a last resort.

If we take legal action:

- We'll update you at each stage of the legal process and keep trying to reach a solution.
- We strongly recommend you get independent advice. We'll be happy to discuss your account with any authorised representatives you instruct.
- If you're given a hearing date, we strongly recommend you attend the court and get independent advice.
- We can give you information about getting in touch with your local authority to see if they can find you somewhere else to live.
- If you're thinking about handing over your keys, we strongly recommend you get advice. You'll still owe us any outstanding debt if you do this.

If we repossess the property:

- We'll sell it as soon as possible for the best price we can reasonably get.
- We'll give you reasonable time to take your possessions from the property.
- We'll use the money raised from selling the property to pay your mortgage and any other loans or charges secured on this property.
- If there is any money left over, we'll pay it to you.

If selling the property does not raise enough money to pay off the mortgage:

- You'll still owe us the amount that is left. We'll tell you what this is as soon as possible.
- If you bought the property with other borrowers, all of you are responsible for all the money borrowed even if you normally only pay part of the mortgage.
- We can contact you within six years of selling the property to arrange for you to pay back what you still owe.
- We'll take account of your income and outgoings when arranging a payment plan. If we can't arrange a suitable plan, we may go to court to get our money back which means you might have to pay additional court costs.
- Not repaying the debt could affect whether you are able to get credit in the future.

Fees and charges

We may charge you additional administration costs to manage your account. Full details can be found in our Tariff of Charges.

Complaints

If you think we've treated you unfairly you can complain in the normal way:

T 0800 368 1834

E complaints@bluestone.co.uk

**3rd Floor,
22 Chancery Lane,
London,
WC2A 1LS**

If you're unhappy with our response or you haven't received our final response within eight weeks you can refer your complaint to the Financial Ombudsman Service free of charge.

T 0800 023 4567

E complaint.info@financial-ombudsman.org.uk

**Financial Ombudsman Service
Exchange Tower,
London, E14 9SR**

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Registered Office

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