

Firm name: Blue Motor Finance Ltd
Other firms included in this report: None
Period covered in this report: 01/01/2021 to 30/06/2021
Brands / trading names covered: Blue, Blue Motor and Blue Motor Finance

Number of Complaints Opened by Volume of Business

| Product Category | Provision (at reporting period end date)* | Intermediation (within the reporting period) | Number of Complaints Opened | Number of Complaints Closed | Complaints Closed Within 3 Days (%) | Complaints Closed After 3 Days but Within 8 Weeks (%) | Complaints Upheld (%) | Main Cause of Complaints |
|-------------------------------|---|--|-----------------------------|-----------------------------|-------------------------------------|---|-----------------------|--------------------------|
| Banking and Credit Cards | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A |
| Home Finance | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A |
| Insurance and Pure Protection | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A |
| Decumulation and Pensions | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A |
| Investments | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A |
| Credit Related | 9.42 per 1,000 loans | N/A | 1,038 | 872 | 4% | 88% | 35% | Other |

Blue Motor Finance has over 110,000 customers who have taken out Hire Purchase Agreements to obtain a motor vehicle. Finance is arranged through a national network of motor dealers and motor finance brokers.

To help you compare complaints data across firms of differing sizes we put our figures into context by using the "per 1,000 loans" metric.

* Where a firm is the product provider, a "Provision" metric is used, this considers the total amount of agreements in place at the end of the reporting period.