Blue Motor Finance Limited (in Administration) ("the Company") – FAQ's

Guidance to customers

- Existing customers do not need to take any action.
- Your contract remains with the Company, however, as a part of the sale, the day-to-day operations of the business have been transferred to Hodge MF Limited, who will now be responsible for servicing your loan on behalf of the Company.
- Any existing direct debits or payment arrangements should continue as normal, and payments should continue to be made to the same bank account as before.
- If you have any questions about your loan or your agreement, please refer to the enclosed FAQ's, if your question remains unanswered, please continue to use the same customer contact telephone number (020 3005 9330), email customerservices@bluemotorfinance.co.uk or postal address as previously. These remain unchanged.

Guidance to Dealers/Introducers

- For clarity, any new loans and any new loan originations will now be provided by Hodge MF Limited via the usual routes and contacts. Following the appointment of the Joint Administrators to Blue Motor Finance Limited ("Old Co"), Old Co or the Joint Administrators will not be providing or originating any new loans and the Joint Administrators will not be involved in any matters relating to future/ongoing business operations.
- To originate new loans with Hodge MF Limited, when accessing the Dealer Portal or API system you will be required to accept the updated terms and conditions that automatically appear. Otherwise, please continue to work in the usual way with your usual company contacts.
- Should you have any questions, please do not hesitate to contact your usual point of contact at Blue Motor Finance.

Redress Creditors

- It is noted that four participants in the motor finance sector are seeking to challenge the FCA Scheme on various legal grounds (Consumer Voice Limited (represented by Courmacs Legal Ltd), Volkswagen Financial Services (UK) Limited, Mercedes-Benz Financial Services UK Limited and Credit Agricole Auto Finance). The Upper Tribunal has confirmed it will hear the legal challenges to the FCA Scheme on 14 to 18 December 2026 or 16 to 26 February 2027, and judgment will likely only be given some time after this. The outcome of such a challenge will therefore not be known for some time and therefore it remains uncertain to what extent (if any) such a challenge will impact the FCA Scheme. However, in the interim period, the Tribunal has suspended parts of the FCA Scheme.
- Critically, this includes the requirement to calculate and pay any redress compensation under the FCA Scheme timetable until the outcome of the legal challenges have been determined by the Tribunal.
- Further information can be found at https://www.fca.org.uk/news/statements/motor-finance-scheme-partially-suspended The Joint Administrators will be contacting customer who may potentially be entitled to claim in the Administration in this regard.
- No further action is required at this point.

Other Creditors / Claims in the Administration

- The Joint Administrators will be in contact with all creditors regarding next steps.

APPENDIX

Motor Finance Redress – Insolvency FAQs

What has happened?

The Company has entered Administration. The Administrators have been appointed to manage the affairs of the Company in line with their legal duties and achieve the best results for creditors within the Administration, including any customers that may be entitled to a claim in the administration through the FCA's Motor Finance Consumer Redress Scheme.

What is the FCA Motor Finance Consumer Redress Scheme?

On 7 October 2025, the FCA published its consultation on its proposed Motor Finance Consumer Redress Scheme (the "Consultation"), aimed at delivering an industry-wide redress scheme for historical motor finance commission arrangements (the "Redress Liability") to compensate customers treated unfairly due to undisclosed discretionary commission arrangement (DCAs) on car finance agreements and also in respect of high commission arrangements and contractual ties. The Consultation closed on 12 December 2025, and on 30 March 2026, the FCA announced a redress scheme covering two specific time periods (the "Scheme"). For further information in relation to the Scheme please view the Policy Statement PS26/3 available on the FCA website https://www.fca.org.uk/publication/policy/ps26-3.pdf.

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Could I be entitled to compensation?

Individuals may be eligible to claim in the administration of the Company if they entered into a regulated motor finance agreement with the Company during the relevant period and it falls within the scope of the FCA scheme. However, no further action is required at this point - the Joint Administrators have details of those who may potentially be entitled to claim in the Administration in this regard and will be in contact with relevant individuals in due course.

Do I need to make a claim or contact you now?

No further action is required from you at this point. The Joint Administrators will be in contact in due course if anything further is required.

Will the Administration affect any compensation?

Any claim in the administration relating to compensation that may be owed to you would be an unsecured claim in the Administration. At present the Joint Administrators are unable to give any details on the amount and timing of any distribution/payments to unsecured creditors. Updates will be given in due course by the Joint Administrators.

Do I need to use a claims management company ("CMC")?

CMCs and Law Firms can manage claims on your behalf, and they will often charge a fee for this service. Your claim will be assessed in the same way whether you complain via a CMC, a Law Firm, or if you complain directly.

What if I have not received any communications from the Joint Administrators in respect of a potential redress claim?

If you believe you are a redress creditor and have not received an email from Enquiries@bluemotorfinance.co.uk or a letter from the Joint Administrators by **6 August 2026**, please contact the Joint Administrators at BMFredresscreditors@uk.ey.com.

Please ensure you use a subject line of **'NO COMMUNICATIONS RECEIVED'**.

In order for the Administrators to forward you a copy of any letter and ensure you are added to the IPS portal for future correspondence we will require your full name, current address and postcode, date of birth, finance agreement/loan number (if known), and the email address, postal address or telephone number associated with the agreement.

The Joint Administrators will endeavour to respond within 10 working days. However, due to the anticipated high volume of enquiries this may be longer.

How will I know a message is genuine?

Official communications will clearly identify the Joint Administrators and will not request upfront fees or unexpected sensitive information.

Remember, **if something sounds too good to be true, it probably is.** Scammers often use urgency, authority, and persuasion to gain trust and encourage quick decisions.

Before making any payment or sharing sensitive information:

- Stop and think.
- Verify the request using trusted contact details.
- Take time to seek independent advice if needed.

Contact us directly if you are unsure whether a communication is genuine.

Scam Warning: Fraudsters may contact you unexpectedly and attempt to pressure you into making payments or sharing personal information. Always verify requests independently before taking action. If an offer sounds too good to be true, it probably is.

Where can I find official information?

Official information on the motor finance redress scheme is available on the FCA website at: https://www.fca.org.uk/news/statements/fca-confirms-motor-finance-redress-scheme

Information and updates on the Administration can be found at the EY website https://www.ey.com/en_uk/administrations/blue-motor-finance-limited.html.

Customer FAQs

How will Administration affect my current loan?

Customers do not need to take any action.

Your contract remains with Blue Motor Finance Limited (in Administration) (“the Company”), however, as a part of the sale, the day-to-day operations of the business have been transferred to Hodge MF Limited, who will now be responsible for servicing your loan on behalf of the Company.

Any existing direct debits or payment arrangements should continue as normal, and payments should continue to be made to the same bank account as before.

Does this affect my loan agreement?

No. Your agreement remains unchanged. Your contract remains with Blue Motor Finance Limited (in Administration), however, as a part of the sale, the day-to-day operations of the business have been transferred to Hodge MF Limited, who will now be responsible for servicing your loan on behalf of the Company.

Any existing direct debits or payment arrangements should continue as normal, and payments should continue to be made to the same bank account as before.

Do I still need to make my monthly payments?

Yes. You should continue making payments as usual, on time and in full. Any existing direct debits or payment arrangements should continue as normal, and payments should continue to be made to the same bank account as before.

Will there be any changes to my billing cycle or payment methods?

No, your billing cycle and payment methods will remain the same. Please continue to follow your usual payment schedule.

Who should I contact for customer service inquiries?

If you have any questions about your loan or your agreement, please continue to use the same customer contact telephone number, email address and postal address as previously. This remains unchanged.

How will I be informed about any updates or changes during the Administration?

We will provide updates through the Company’s and EY’s websites (EY’s website can be found at https://www.ey.com/en_uk/administrations/blue-motor-finance-limited.html.).

Where can I find further information?

For updates on the Administration, please refer to the EY website https://www.ey.com/en_uk/administrations/blue-motor-finance-limited.html.

How will my data be processed?

The Office Holder Data Privacy Notice can be found at www.ey.com/uk/officeholderprivacy