

## **complaint**

Miss K complains that Provident Personal Credit Limited (trading as Satsuma Loans) added a default to her account when she had been told all collections processes had been paused.

## **background**

When Miss K referred a previous complaint to this service she says Satsuma told her it would pause all collections activities whilst the complaint was investigated. However, Miss K says a default was added to her account during this time and although Satsuma told her on the phone this was an error, it still hasn't removed the default. She adds that she also sent Satsuma emails about setting up a repayment plan but didn't get a response, so couldn't make any payments.

Satsuma says it told Miss K in January 2017 that it would not be stopping the collections process whilst her complaint was with this service. It added that it had no record of agreeing to remove it.

Our adjudicator did not recommend the complaint should be upheld. She did not find the default had been incorrectly applied and saw no evidence that Satsuma had agreed to remove it.

Miss K responded to say, in summary, that Satsuma had already admitted it didn't send an arrears letter in September 2016 and she says she didn't receive a default notice. Miss K adds that she has proof that she was told the default would be removed and that two different managers told her this on the phone.

## **my findings**

I've considered all the available evidence and arguments to decide what's fair and reasonable in the circumstances of this complaint.

I accept Satsuma didn't send Miss K an arrears notice in September 2016, but Satsuma has already acknowledged that and adjusted Miss K's account balance accordingly. As Miss K's original complaint to this service was about the default on her account, that is what I will consider here.

Miss K says Satsuma told her it would pause collections activity on her account whilst this service looked into her original complaint. I have seen Satsuma's contact notes and I cannot see any evidence that was the case. Indeed, I can see that, in January 2017, Satsuma told Miss K it was unable to stop the collections process whilst the complaint was with this service. Miss K also made contact with Satsuma in May 2017 and was told again that normal procedures would be followed until the matter was settled, although it did agree to stop contact from the debt collection agency.

I can't agree that Miss K didn't receive a default notice as I have seen her email in which she acknowledges its receipt. As her account was in arrears and Miss K didn't adhere to a payment plan that was set up I can't conclude Satsuma was wrong to default her account.

Although I acknowledge Miss K says she has proof that Satsuma told her it would remove the default, she hasn't forwarded the relevant evidence to this service and I can't see that was the case based on the contact notes I've seen from Satsuma.

**my final decision**

My decision is that I do not uphold this complaint.

Under the rules of the Financial Ombudsman Service, I'm required to ask Miss K to accept or reject my decision before 4 May 2018.

Amanda Williams  
**ombudsman**