

complaint

Mr C complains that two loans with Provident Personal Credit Limited weren't affordable for him and that it shouldn't have lent to him.

background

Provident lent £500 to Mr C in May 2013 and another £500 to him in July 2013. He complained to Provident last year that the loans weren't affordable for him and that Provident shouldn't have lent to him. He wasn't satisfied with its response so complained to this service.

The adjudicator didn't recommend that this complaint should be upheld. She couldn't see that Mr C was pressured by Provident into taking out the May 2013 loan because he applied for it online. And she said that the July 2013 loan was offered to Mr C by Provident's agent but he didn't have to accept it if he didn't want it. Provident had provided details of the affordability assessments that it had made for the loans. And the adjudicator concluded that Mr C was left with enough money so the loans were affordable for him. She said that Mr C had previously built up an adequate payment record with Provident and she was satisfied that Provident carried out the necessary checks before approving the loans. She also noted that Mr C had signed the loan agreements and that - if he was unhappy or felt pressured into taking out the loans - it would have been reasonable to raise those concerns at the time or during the cooling-off period. She also noted that Provident was happy to assist Mr C in dealing with any financial hardship - but he would need to inform it of his circumstances.

Mr C has asked for his complaint to be considered by an ombudsman.

my findings

I've considered all the available evidence and arguments to decide what's fair and reasonable in the circumstances of this complaint. Having done so - I agree with the adjudicator - and for the same reasons. I'm not persuaded that there's enough evidence to show that the loans weren't affordable for Mr C at the time that they were made to him - or that it was irresponsible for Provident to have lent to him.

my final decision

So my decision is that I don't uphold Mr C's complaint.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr C to accept or reject my decision before 18 July 2016.

Jarrold Hastings
ombudsman