

complaint

Mr B complains that Provident Personal Credit Limited hasn't correctly applied his payments to his loans. He also complains about the service that he's received from Provident and about the way that it's dealt with his complaint.

background

Mr B says that he has three loans with Provident and that he made a payment of £260 to the loans in August 2017. But only £236 was credited to his loans. So he complained to Provident. It credited the disputed amount to his account as a gesture of goodwill so it reduced his balance by £24 and it sent him a cheque for £30 as an apology. But Mr B wasn't satisfied with its response so he returned the cheque and complained to this service. He says that there's been a breach of contract and he's been treated poorly so his loans should be cancelled.

The investigator didn't recommend that this complaint should be upheld. She said that there was no evidence of other payments being handled incorrectly so she concluded that the balance reduction and the offer of compensation was a reasonable outcome.

Mr B has asked for his complaint to be considered by an ombudsman. He says, in summary, that he's asked for – but hasn't received – a repayment book, that his complaint hasn't been properly investigated and that Provident is stealing his money.

my findings

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

Mr B has three outstanding loans from Provident. The first was made in March 2017 for £300 with a weekly repayment of £10.50. The second was made in June 2017 for £1,000 with a weekly repayment of £22. And the third was made in July 2017 for £800 with a weekly repayment of £20.80. Provident has provided evidence to show that Mr B's declared monthly income was £1,871.27 and of the affordability assessments that it conducted before the loans were made to Mr B.

Mr B doesn't have a repayment book or a receipt to show the payment that he made. He says that he's asked for a repayment book but not received one. I suggest that he writes to Provident and asks it to send him a repayment book if he wants one. But he says that he made a payment in August 2017 to his loans and £236 was credited to his account. He says that the payment that he made was £260 - but he doesn't have a receipt or other evidence to show that he paid £260. Although Mr B wasn't able to show that he'd made a payment of £260, Provident credited the disputed amount to his account and reduced his balance by £24. It also sent him a cheque for £30 as an apology. I consider that to have been fair and reasonable in the circumstances.

Mr B hasn't been able to provide any evidence to show that other payments have been applied to his loans incorrectly. I consider that Provident's handling of Mr B's complaint was appropriate and that there was no need for it to conduct a more thorough investigation in these circumstances. And I'm not persuaded that there's enough evidence to show that the service that he's received from Provident has fallen below a standard that he was reasonably entitled to receive. Mr B has received the benefit of the money that's been lent to

him so I don't consider that it would be fair or reasonable for me to require Provident to cancel Mr B's loans. And I'm not persuaded that it would be fair or reasonable for me to require Provident to take any other action in response to Mr B's complaint.

Provident sent Mr B a cheque for £30 as an apology – but he returned the cheque. If he now wants to accept £30 compensation from Provident, he should contact Provident to see if the offer remains available to him.

my final decision

For these reasons, my decision is that I don't uphold Mr B's complaint.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr B to accept or reject my decision before 23 June 2018.

Jarrold Hastings
ombudsman