

## **complaint**

Mr M complains that Morses Club Limited recorded a credit search on his credit file without warning him that it would do so.

## **background**

Mr M applied to Morses Club for a payday loan. It did a credit search, which was recorded on his credit file. Mr M says he was not told that this would happen. But Morses Club says that Mr M made his application online, and its website provided this information.

Our adjudicator did not uphold this complaint. She said that Morses Club had done enough to bring its procedure to Mr M's attention.

Mr M did not accept that opinion. He said that he had missed that information on the website. And he said he hadn't actually applied for a loan – just for a consultation. He asked for an ombudsman's decision.

## **my findings**

I have considered all the available evidence and arguments to decide what is fair and reasonable in the circumstances of this complaint. I don't uphold it.

I've looked at Morses Club's website. I think the loan application page makes it clear that it is for making a loan application. There is a box applicants can tick to indicate whether they want a face to face meeting, but I think it is still clear that this is part of the application process.

There's another box for applicants to tick to indicate that they agree to the terms and conditions. It's not possible to proceed further without ticking that box. Next to the box are links to the terms and conditions and to Morses Club's privacy policy. The privacy policy includes the following sentence:

“Please note that when you apply for a loan with Morses Club we may make enquiries about you for credit reference purposes.”

It goes on to say:

“When CRAs receive a search from us they will place a footprint on your file that may be seen by other organisations.”

So I think that Morses Club did enough to bring this to Mr M's attention. It follows that I will not require it to remove the search from his credit file.

## **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 Mr M to accept or reject my decision before 6 March 2017.

Richard Wood  
**ombudsman**