

complaint

Mr H complains that Provident Personal Credit Limited was irresponsible to lend him money.

background

Provident agreed to three loans to Mr H between 2011 and 2013. He says it was irresponsible to have done so, because he had to borrow money elsewhere in order to repay them. Provident says it completed all relevant checks in each case and was satisfied the loans were affordable based on the information it had.

Our adjudicator did not recommend the complaint should be upheld. He found that appropriate checks had been carried out by Provident and could not agree the lending was unaffordable.

Mr H says he wants the complaint reviewed 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.

I have seen the checks that Provident carried out and I am satisfied they were appropriate given the value of the loans. Mr H borrowed £150 in September 2011, £200 in August 2012 and £150 in October 2013. In each case Mr H submitted an income and expenditure form and I am satisfied the agreed weekly repayments were well within the disposable income he declared. He had also repaid the first two loans before the third was agreed, so Provident will have seen a history of loan repayment.

I acknowledge Mr H says he was borrowing money elsewhere to repay the loans, and that he was on a debt management plan, but there was a separate box for other loan repayments on his applications and I can't see that was the case.

In summary, I cannot conclude Provident did anything wrong.

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 H to accept or reject my decision before 27 June 2016.

Amanda Williams
ombudsman