

complaint

Ms B complains that Provident Personal Credit Limited has changed its position on when her payments are due.

background

Ms B has had a number of loans with the business. In relation to each, she says that she has made payments on a Tuesday afternoon.

In relation to the present loan, she was informed that payments would have to be made by noon on a Tuesday to avoid falling behind. This was a result of the administrative process of the business.

The loan agreement did not set out this deadline. And it had not been made clear to Ms B that it would apply.

The business says that Ms B had previously paid early. So she was always one payment ahead, which meant that the deadline did not impact her.

But it agreed that it had not made this clear to her and that it ought to have done. It credited her account with a payment. This put her ahead by a payment and meant that the deadline would again not impact her.

A representative of the business told Ms B that it could not be guaranteed that payments would always be collected from her on the same day of the week. Ms B says that this would cause her some difficulties.

The business says that, in fact, the payments will continue to be taken on the same day as always. It points to the fact that this has happened during the course of this investigation.

The adjudicator thought that the business had got things wrong here. But they thought that the business had put things right during the course of the investigation.

Ms B is concerned that the present arrangement might not be kept to. So she has asked me to make a final decision on her complaint.

my findings

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

The parties agree, and I am satisfied, that the business got things wrong in relation to Ms B's loan. If the payment schedule was so specific as to require payment by a particular time, then this needed to be made clear to Ms B.

By crediting Ms B with a full payment, the business removed any financial harm to her caused by this mistake. I think this was a positive step to take.

I think it would have been fair to simply offer a payment holiday, rather than to credit the account. I think that the money paid fairly reflects any distress that the mistake caused.

The business assures me that it has no intention of changing Ms B's payment schedule. I am glad to hear that.

Ms B says that the payment collection date is the one best suited to her finances. I think that the business should be sure to continue to take this into account when dealing with her loan.

That being said, I am also satisfied that it is keeping to its proposal right now. So I am not going to ask it to do anything more in relation to this complaint.

my final decision

For the reasons given above, I am satisfied that the steps already taken by Provident Personal Credit Limited during the course of the investigation are appropriate.

Under the rules of the Financial Ombudsman Service, I'm required to ask Ms B to accept or reject my decision before 20 October 2017.

Marc Kelly
ombudsman