

The complaint

Ms H complains that she was offered a loan by Madison CF UK Limited trading as 118 118 Money at a time when she was in financial difficulty.

She says the loan was unaffordable and shouldn't have been lent.

What happened

I issued a provisional decision on this complaint on 12 June 2023 where I set out my preliminary findings and why I was inclined to reach different conclusions from the adjudicator.

My provisional decision should be read in conjunction with this decision as it forms part of my final decision.

I gave both parties an opportunity to respond to my provisional decision. The deadline for responses has now passed.

Neither Ms H nor her representatives responded, and 118 118 Money responded to say it had nothing further to add.

What I've decided – and why

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

Having reconsidered the available evidence in this complaint, I see no reason to depart from my provisional findings.

118 118 Money's reasonable checks didn't suggest Ms H would struggle to repay the loan and so I don't think it was wrong to lend.

So, I won't be asking 118 118 Money to do anything further.

My final decision

For the reasons given above and in my provisional decision, I do not uphold this complaint.

Under the rules of the Financial Ombudsman Service, I'm required to ask Ms H to accept or reject my decision before 11 August 2023.

Oyetola Oduola
Ombudsman