

## **The complaint**

Mr R complains that Volkswagen Financial Services (UK) Limited, trading as Audi Financial Services (who I'll call VWFS) refused his application for credit.

## **What happened**

The details of this complaint are well known to both parties, so I won't repeat them again here. Instead, I'll focus on giving my reasons for my decision.

## **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.

I know it will disappoint Mr R, but I don't think VWFS have been unreasonable here. I'll explain why.

Where the information I've got is incomplete, unclear, or contradictory, as some of it is here I have to base my decision on the balance of probabilities.

I've read and considered the whole file, but I'll concentrate my comments on what I think is relevant. If I don't comment on any specific point it's not because I've failed to take it on board and think about it but because I don't think I need to comment on it in order to reach what I think is the right outcome.

It is for VWFS to set their lending criteria and if they decide not to lend the Standards of Lending Practice explain that they should provide the primary reason why.

Here VWFS have done that. They explained that they refused to provide credit to Mr R because of information on his credit file.

That's what we'd expect them to do in these circumstances so that Mr R was able to review his file and rectify anything that was incorrect.

Whilst I understand Mr R's frustration that VWFS haven't provided any further detail, I don't think it's unusual or wrong for a business to refuse to do so. If borrowers understand the business' lending criteria they may be able to manipulate the process, so businesses are always understandably reluctant to provide greater detail and we wouldn't ask them to.

Mr R has explained that his credit file is in a stronger position than it was when he made a previously successful credit application to VWFS. It's for the business to decide the criteria they apply at any given point in time when they make lending decisions. So, it wouldn't be fair for me to suggest they can't change that criteria over time even if that is what has happened here, and I make no finding to that effect.

**My final decision**

For the reasons I've given above, I don't uphold this complaint.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr R to accept or reject my decision before 17 January 2024.

Phillip McMahon  
**Ombudsman**