

The complaint

Mrs S complains that Mitsubishi HC Capital UK Plc, who were Hitachi Capital UK PLC, and who are trading as Novuna Personal Finance ("Novuna"), led her to believe her finance agreement had been settled when it hadn't been, and that they didn't tell her about their name change.

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 Mrs S, but I don't think Novuna need to take any further action 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.

There doesn't appear to be a dispute that the payment of £1,745.67 needed to settle Mrs S's fixed sum loan, did not go through. Novuna have explained that was because the direct debit had been cancelled before the payment could be taken in October 2018.

Mrs S says she didn't hear from Novuna again until October 2022 and that she was therefore unaware there was anything due on the account.

Novuna have provided copies of annual statements sent to Mrs S in 2019, 2020, and 2021. They were all sent before Hitachi Capital UK PLC had changed its name so I think it's likely that Mrs S would have been aware they related to the loan she had taken out, and that there were still sums due on that loan. Novuna have explained they emailed those statements to Mrs S and as I've seen copies of other emails Mrs S says she did receive, I think it's likely the 2019, 2020, and 2021 statements were delivered too. In those circumstances I don't think it would be fair to ask Novuna to take any action regarding the amount due on the account, as I'm persuaded they provided sufficient communication to Mrs S to enable her to understand there were still sums due.

I don't think there's sufficient information to suggest Novuna's failure to communicate their name change has been detrimental to Mrs S. They've offered £30 to Mrs S in recognition of this issue, and I think that is sufficient in the circumstances.

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 Mrs S to accept or reject my decision before 11 September 2023.

Phillip McMahon
Ombudsman