

Complaint

Mr C has complained about a loan Admiral Financial Services Limited (trading as “Admiral Loans”) provided to him. He says the loan was unaffordable as it was the fourth one he’d taken within a short period of time.

Background

Admiral Loans provided Mr C with a loan for £5,000.00 in August 2022. This loan had an APR of 12.4% and a 36-month term. This meant that the total amount to be repaid of £5,958.72, which included interest fees and charges of £958.72, was due to be repaid in 36 monthly instalments of £165.52.

One of our investigators reviewed what Mr C and Admiral Loans had told us. And she thought that Admiral Loans hadn’t done anything wrong or treated Mr C unfairly. So she didn’t recommend that Mr C’s complaint be upheld. Mr C disagreed and asked for an ombudsman to look at his 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.

We’ve explained how we handle complaints about unaffordable and irresponsible lending on our website. And I’ve used this approach to help me decide Mr C’s complaint.

Having carefully considered everything, I’ve not been persuaded to uphold Mr C’s complaint. I’ll explain in a bit more detail.

Admiral Loans needed to make sure that it didn’t lend irresponsibly. In practice, what this means is Admiral Loans needed to carry out proportionate checks to be able to understand whether Mr C could afford to repay before providing this loan.

Our website sets out what we typically think about when deciding whether a lender’s checks were proportionate. Generally, we think it’s reasonable for a lender’s checks to be less thorough – in terms of how much information it gathers and what it does to verify it – in the early stages of a lending relationship.

But we might think it needed to do more if, for example, a borrower’s income was low or the amount lent was high. And the longer the lending relationship goes on, the greater the risk of it becoming unsustainable and the borrower experiencing financial difficulty. So we’d expect a lender to be able to show that it didn’t continue to lend to a customer irresponsibly.

Admiral Loans provided Mr C with a loan for £5,000.00 in August 2022. This loan was due to be repaid in 36 monthly instalments of £165.52.

Admiral Loans says it agreed to Mr C’s application after he provided details of his monthly income and some information on his expenditure. It says it cross-checked this against

information on a credit search it carried out. And all of this information showed Mr C could afford to make the repayments he was committing to. On the other hand, Mr C has said the loan was unaffordable.

I've carefully thought about what Mr C and Admiral Loans have said.

The first thing for me to say is that Admiral Loans has provided a record of the results of its credit searches. Admiral Loans searches appear to show that Mr C did have some existing debts. However, Mr C's debt total at the time of the applications wasn't unreasonable in comparison to his income and his commitments were relatively well maintained.

Furthermore, Mr C said that he was going to use this loan to consolidate some of his existing debts. And Admiral Loans could only make a reasonable decision based on the information it had available at the time. It won't have known whether Mr C would go on to re-establish a balance on the consolidated account – all it could do was take reasonable steps and rely on assurances from Mr C that the balance would be repaid with these funds. So I'm satisfied that the proceeds of this loan could and should have been used to reduce Mr C's existing credit balance.

Furthermore, as this was a first consolidation loan Admiral Loans was providing to Mr C, there wasn't a history of Mr C obtaining funds and then failing to consolidate debts elsewhere in the way he committed to either. And Admiral Loans was reasonably entitled to believe that Mr C would be left in a better position particularly as this loan was for a much lower rate of interest than Mr C's credit card.

I accept that Mr C's actual circumstances may not have been fully reflected either in the information he provided, or the information Admiral Loans obtained. It's also possible that Admiral Loans might have reached a different conclusion on the loan had it checked Mr C's bank statements. I know Mr C says he owed more than what showed on Admiral Loans' credit searches. But the key here is that it's only fair and reasonable for me to uphold a complaint in circumstances where a lender did something wrong.

Given the amount advanced, the monthly payments and the lack of obvious inconsistencies, I'm satisfied that reasonable and proportionate checks didn't extend into requesting bank statements and Admiral Loans was reasonably entitled to lend to Mr C based on the information that it did have. As this is the case, I don't think that Admiral Loans did anything wrong when deciding to lend to Mr C - it carried out proportionate checks and reasonably relied on what it found out which suggested the repayments were affordable.

So overall I don't think that Admiral Loans treated Mr C unfairly or unreasonably when providing him with his loan. And I'm not upholding Mr C's complaint. I appreciate this will be very disappointing for Mr C. But I hope he'll understand the reasons for my decision and that he'll at least feel his concerns have been listened to.

Although I'm not upholding Mr C's complaint, I would remind Admiral Loans of its obligation to exercise forbearance and due consideration in the event Mr C is having difficulty making payments.

My final decision

For the reasons I've explained, I'm not upholding Mr C's complaint.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr C to accept or reject my decision before 27 November 2023.

Jeshen Narayanan
Ombudsman