

## **The complaint**

Mr L is unhappy with Arrow Global Limited's handling of his credit card balance. He thinks they bought his debt unfairly from his credit card provider.

## **What happened**

Mr L has a credit card. Due to some financial difficulties over the last couple of years, Mr L entered into a repayment arrangement with his credit card provider. He was paying £2 a month towards his outstanding balance.

Mr L received a letter in November 2019. It told him that his provider had sold his debt to Arrow Global, and Mr L had to make arrangements with them to continue making his agreed repayments.

Mr L complained about this to Arrow Global. He said it had caused him inconvenience and wasn't necessary as he'd made all his required payments on time. Arrow Global responded to explain the transfer had been done for many customers, not just Mr L and it was a business decision made by his provider. They said the transfer had been done in line with the regulator's guidelines. Their response also confirmed that Mr L's repayment plan would remain unchanged following the transfer.

Mr L wasn't happy with this so brought his complaint to our service. Our investigator didn't agree with Mr L. She explained that Arrow Global hadn't acted unfairly and had given Mr L notice that the transfer had taken place. They also provided all the relevant information to enable Mr L to re-set his repayment arrangement up.

Mr L didn't agree with this, so it's been passed to me for a 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. Having done so, I won't be asking Arrow Global to do anything. I'll explain why.

The terms and conditions of Mr L's credit card confirm that his credit card provider can transfer the agreement. What I must decide is if Arrow Global notified Mr L and it was done in a fair way, with no detriment to Mr L. And in this case, I think it was.

Arrow Global bought Mr L's debt from his provider on 30 September 2019. Mr L made his regular payment to his provider on 12 October 2019, which they allocated to his debt with Arrow Global to reduce it accordingly. Arrow Global and Mr L's provider wrote to Mr L on 4 November explaining the debt had been transferred. The letter also explained what Mr L needed to do next to make sure his repayment plan carried on as he expected it to. Mr L has confirmed he received this letter. I'm satisfied that Arrow Global explained clearly to Mr L what his next steps were and how his outstanding debt would be managed.

As Mr L's next regular payment wasn't due until 12 November 2019, he had enough time to make the changes he needed to and ensure the payment was made to Arrow Global. As

Mr L paid his repayment over the telephone, I don't think the change of company caused him any inconvenience. The new telephone number he needed to call was included on the letters he received, and all he needed to do was call and make the payment as normal.

**My final decision**

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

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr L to accept or reject my decision before 29 April 2020.

Kevin Parmenter  
**Ombudsman**