

## **Complaint**

Mr and Mrs C have complained that Shawbrook Bank Limited ("Shawbrook") rejected their claim against it under Section 75 of the Consumer Credit Act 1974.

## **Background**

Mr and Mrs C bought solar panels for their home in 2016. The purchase was funded by a loan from Shawbrook, and that business is therefore liable for the acts and omissions of the installer under the relevant legislation. In this case, that relates to the installer misleading Mr and Mrs C into believing that the panels would be self-funding, which they weren't.

Mr and Mrs C's complaint was considered by one of our adjudicators. He thought that the benefits of the panels were mis-represented to Mr and Mrs C, and that fair redress would be for the loan to be restructured to effectively make the panels self-funding. This restructure should be based on evidence of the actual performance of the panels, and a number of assumptions on future performance. Shawbrook didn't agree so the case was passed to an ombudsman.

## **My findings**

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

Shawbrook is familiar with all the rules, regulations and good industry practice we consider when looking at complaints of this type, and indeed our well-established approach. So, I don't consider it necessary to set all of that out in this decision.

Having carefully considered everything provided, for the same reasons as those explained by the adjudicator, I uphold this case. In brief, that is because the evidence supports the conclusion that a misrepresentation took place and Mr and Mrs C was not given clear information to demonstrate that the solar panels would *not* be self-funding and would equate to an additional cost for them.

So, I think that Shawbrook didn't treat Mr and Mrs C fairly and they lost out because of what Shawbrook did wrong. And this means that it should put things right.

## **Fair compensation – what Shawbrook needs to do to put things right for Mr and Mrs C**

Having thought about everything, I think that it would be fair and reasonable in all the circumstances of Mr and Mrs C's complaint for Shawbrook to put things right by recalculating the original loan based on the known and assumed savings and income to Mr and Mrs C from the solar panels over the 10 year term of the loan so they pay no more than that, and they keep the solar panel system, and any future benefits once the loan has ended.

In the event the calculation shows that Mr and Mrs C are paying (or have paid) more than they should have, Shawbrook needs to reimburse Mr and Mrs C accordingly. Should the

calculation show that the misrepresentation has not caused a financial loss, then the calculation should be shared with Mr and Mrs C by way of explanation.

If the calculation shows there is a loss, then where the loan is ongoing, I require Shawbrook to restructure Mr and Mrs C's loan. It should recalculate the loan to put Mr and Mrs C in a position where the solar panel system is cost neutral over the 10-year loan term.

Normally, by recalculating the loan this way, Mr and Mrs C's monthly repayments would reduce, meaning that they would've paid more each month than they should've done resulting in an overpayment balance. And as a consumer would have been deprived of the monthly overpayment, I would expect a business to add 8% simple interest from the date of the overpayment to the date of settlement. So, I think the fairest resolution would be to let Mr and Mrs C have the following options as to how they would like their overpayments to be used:

- a) the overpayments are used to reduce the outstanding balance of the loan and they continue to make their current monthly payment resulting in the loan finishing early,
- b) the overpayments are used to reduce the outstanding balance of the loan and they pay a new monthly payment until the end of the loan term,
- c) the overpayments are returned to Mr and Mrs C and they continue to make their current monthly payment resulting in their loan finishing early, or
- d) the overpayments are returned to Mr and Mrs C and they pay a new monthly payment until the end of the loan term.

If Mr and Mrs C accept my decision, they should indicate on the acceptance form which option they wish to accept

I understand Mr and Mrs C may have settled their loan. If they have settled the loan, Shawbrook should pay Mr and Mrs C the difference between what they paid in total and what the loan should have been under the restructure above, with 8% interest.

If Mr and Mrs C have settled the loan by refinancing, Mr and Mrs C should supply evidence of the refinance to Shawbrook, and Shawbrook should:

- 1. Refund the extra Mr and Mrs C paid each month with the Shawbrook loan.
- 2. Add simple interest from the date of each payment until Mr and Mrs C receive their refund.
- 3. Refund the extra Mr and Mrs C paid with the refinanced loan.
- 4. Add simple interest from the date of each payment until Mr and Mrs C receive their refund.
- 5. Pay Mr and Mrs C the difference between the amount now owed and the amount they would've owed if the system had been self-funding

I'm satisfied that there was sufficient information available at the time that Mr and Mrs C first contacted Shawbrook that means the claim should have been upheld. I direct that Shawbrook should pay £100 compensation for the trouble and upset caused.

### **My final decision**

For the reasons I've explained, I'm upholding Mr and Mrs C's complaint. Shawbrook Bank Limited should put things right in the way I've set out above.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mrs C and Mr C to accept or reject my decision before 29 June 2022.

Asma Begum  
**Ombudsman**