

## **The complaint**

Mr G complains that Barclays Bank UK PLC lent him an unsecured loan when it shouldn't have.

## **What happened**

Barclays lent Mr G a loan. When Mr G complained to Barclays it didn't uphold his complaint and so he referred. By the time we asked Barclays for its file on Mr G's complaint, it had reconsidered its position and decided to uphold Mr G's complaint, making him an offer to remove the interest on his loan and remove information about the loan from his credit file. Our adjudicator thought the offer was fair and in line with what this service would recommend.

Mr G didn't accept the offer and said Barclays has caused him harm, so as a gesture of goodwill, Barclays should write off the outstanding balance on the debt.

## **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.

Barclays accepts it lent when it shouldn't have lent to Mr G and so the only issue still in dispute is how Barclays should put things right for Mr G.

When this service finds that a business has lent when it shouldn't have, our approach to redress is to tell the business to remove interest, fees and charges – so that the consumer only repays the capital amount they borrowed. We also tell the business to amend the consumer's credit file to remove adverse information about the loan.

In this case, Barclays has offered to remove interest so that Mr G only repays the capital which he was lent, it has also offered to remove the loan from Mr G's credit file. In the circumstances, Barclays has offered to put things right for Mr G in line with what this service's approach.

While I understand Mr G wants the capital written off, I haven't anything that persuades me to depart from our usual approach here. As I think Barclays has made a fair offer, I won't be asking Barclays to do anything further.

## **Putting things right**

Barclays should make good its offer to remove the interest, fees and charges added to the loan and remove information about the loan from Mr G's credit file. It should also agree a suitable repayment plan with Mr C for the outstanding capital.

## **My final decision**

For the reasons given above, I uphold Mr G's complaint and direct Barclays Bank UK PLC to put things right as set out above.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr G to accept or reject my decision before 1 June 2023.

Oyetola Oduola  
**Ombudsman**