

## **The complaint**

Mr P complains that Valour Finance Limited, trading as Savvy.co.uk, declined his loan application, and failed to call him back on the phone.

## **What happened**

In January 2023 Mr P applied to Savvy.co.uk for a loan. He filled in an application online, and then was told that he had to phone in. The first call was only two minutes long, and just before it ended Mr P told the call handler that he was about to run out of credit. The call handler told him that she would call back. However, she did not call back, and so after an hour Mr P had to buy more phone credit and then call Savvy.co.uk a second time. That was expensive for him, as he was calling from abroad.

During the second call (which was with a different call handler), Mr P was asked some further questions. One of those was about the purpose of the loan. Mr P explained that he wanted to consolidate two overdrafts. The call handler told him that Savvy.co.uk does not offer consolidation loans, and so he did not qualify for a loan.

Mr P complained about the loan decision, and also about the failure to call him back after the first call. But Savvy.co.uk did not uphold his complaint. It told him it had not met its loan criteria. It said that the first call handler had not told him that she would call back immediately or at any particular time, and that she would have had to deal with other incoming calls, and so this would have delayed her calling Mr P back. Savvy.co.uk apologised for what had happened, but it did not agree to pay him compensation.

Mr P then brought his complaint to our service. Two of our investigators considered it, but they did not uphold it. They agreed with Savvy.co.uk's reasons. Mr P asked for an ombudsman to review his case.

## **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 do not uphold this complaint, for broadly the same reasons as the investigators and Savvy.co.uk gave.

I have listened to both call recordings. Mr T did not tell the first call handler that he was calling from abroad. She told him that she would call him back, but she did not say when that would be. However, I think that it was reasonable of Mr T to assume that she meant she was going to call him back straight away. So I can understand why he has complained about that. Nevertheless, I think that if the call handler immediately received another call from another customer, then she would have had to deal with that first, before she could call Mr T back. So I accept Savvy.co.uk's explanation about why it did not call him back.

I think the first call handler should have told Mr T that she might not call him back at once, but that there might be a wait. Failing to tell him that was an error by Savvy.co.uk. However,

I think that its apology was enough to resolve that issue.

Savvy.co.uk is allowed to decide for itself what its loan criteria are. That does not have to be confined to Mr T's credit history, income and expenditure. It can also include the purpose of the loan. If Savvy.co.uk does not offer consolidation loans, then I'm afraid that is a matter with which I cannot interfere.

After telling Mr T that his loan application had been unsuccessful, the second call handler arranged for his manager to speak to Mr T in case there was anything she could do for him. The manager spoke to Mr T on the same call. Unfortunately she only repeated that Savvy.co.uk does not offer consolidation loans. But I think that the call handler was just trying to be helpful.

### **My final decision**

My decision is that I do not uphold this complaint.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr P to accept or reject my decision before 5 January 2024. But apart from that, this final decision brings our involvement in this complaint to an end.

Richard Wood  
**Ombudsman**