

## **The complaint**

Mr C complains about issues applying for a personal loan with Nationwide Building Society (NBS). He would more like compensation than NBS has offered

## **What happened**

The details of this complaint are well known to both parties, so I won't repeat them again here. Instead, I will focus on giving the reasons for my 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 have reached the following conclusions: -

- I appreciate Mr C's frustration given the time he says it took him to deal with a loan application. And whilst NBS upheld his complaint and offered him £100 compensation he doesn't feel this is sufficient.
- As I understand it there are two main issues here. Firstly, the fact NBS didn't approve a loan for Mr C. Secondly the service he received when applying for the loan.
- In terms of the loan itself it seems Mr C didn't meet NBS's lending criteria due to a concern over the affordability of the loan. Whilst I appreciate Mr C's frustration it's a commercial decision for NBS to offer or decline loan applications and not a decision we can interfere with.
- Looking at the application process, in summary, Mr C had to make a number of applications and was asked several times to submit clarification on his income. The application process was then further frustrated by systems change in mid-January meaning pending loan applications had to be resubmitted. I have seen a letter sent to Mr C dated 22 January 2024 stating his loan had been agreed. However this seems not to be the case as Mr C's loan was eventually declined. Whilst systems issues are frustrating they can occur, it does seem that the situation was very confused as to whether the loan was agreed or not.
- NBS has offered £100 compensation and I think it's reasonable that some compensation is paid here as it's clear there has been some distress and inconvenience for Mr C. I do think the offer NBS has made is fair and had NBS not made this offer its likely that this sum is what we would have ordered.

## **My final decision**

My final decision is that NBS has made a fair offer.

In full and final settlement Nationwide Building Society should pay Mr C £100 compensation for distress and inconvenience

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr C to accept or reject my decision before 11 November 2024.

Bridget Makins  
**Ombudsman**