

## **The complaint**

Mr B complains that MBNA Limited rejected his personal loan application.

## **What happened**

On 9 August 2024 Mr B applied for a loan for £7500 with MBNA. MBNA accepted the application at 7.05pm but following additional checks it withdrew from the agreement at 7.06pm.

Mr B believed that his application had been declined due to a CIFAS marker on his credit file which he was disputing. He complained to MBNA and said they should've manually reviewed his application.

MBNA didn't uphold the complaint. In its final response dated 19 August 2024 it said that in determining whether a consumer was eligible for a loan, many factors were taken into account including credit history, existing credit and account conduct. MBNA said that Mr B hadn't met its eligibility criteria and provided him with information on how to appeal the decision.

Mr B remained unhappy and brought his complaint to this service. He wants MBNA to manually review his application and (if required) request further evidence from him. He also wants compensation.

Our investigator didn't uphold the complaint. He said that MBNA had the right to decline credit to anyone who didn't meet their eligibility criteria. He also said that MBNA hadn't acted unfairly because it had offered Mr B the opportunity to appeal the decision, but Mr B hadn't done so.

Mr B didn't agree. He said he'd been automatically declined.

Because Mr B didn't agree I've been asked to review the complaint.

## **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.

I know it will disappoint Mr B, but I agree with the investigators opinion. I'll explain why.

I've read and considered the whole file, but I'll concentrate my comments on those points which I think are most relevant. If I don't comment on a specific point, it's not because I've failed to take it on board and think about it, but because I don't think I need to comment on it in order to reach what I think is the right outcome.

I've reviewed MBNA's final response in which it explained to Mr B that he didn't meet the banks eligibility criteria.

It's up to each lender to set their eligibility criteria. The criteria vary from lender to lender.

The factors that a lender takes into account may include things like credit score, income, existing credit, credit history and debt to income ratio. Information from credit reference agencies and information included on the loan application form is taken into account.

I appreciate that Mr B feels that his application was declined because of a CIFAS marker, which he says is in dispute. This service can't require a lender to disclose specific information or the specific reason behind the reason for the decline. However, I'm satisfied that MBNA has provided a sufficient general reason for the decline, which was a failure to meet the banks eligibility criteria. There's nothing I've seen in the information I've reviewed which suggests that MBNA didn't treat Mr B fairly when it assessed his application and applied its lending criteria.

I understand that Mr B believes that his application should've been manually reviewed. MBNA isn't required to manually review applications, but it has explained that if Mr B had appealed the decision, the appeal would've been manually reviewed, and Mr B would've been able to provide any evidence that he wished.

In this case, I can see that MBNA provided Mr B with the address to send an appeal to and provided him with the contact details for the complaints manager to pursue an appeal by phone. However, I can't see that Mr B progressed an appeal.

Taking everything into consideration, I'm not persuaded that MBNA has made an error or treated Mr B unfairly. Based on what I've seen, MBNA assessed Mr B's application fairly and made a lending decision in accordance with its policies and procedures.

### **My final decision**

My final decision is that I don't uphold the complaint.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr B to accept or reject my decision before 3 February 2025.

Emma Davy  
**Ombudsman**