

## The complaint

Mr and Mrs R's complaint is, in essence, that Shawbrook Bank Limited (the 'Lender') acted unfairly and unreasonably by (1) being party to an unfair credit relationship with them under Section 140A of the Consumer Credit Act 1974 (the 'CCA') and (2) deciding against paying claims under Section 75 of the CCA.

## What happened

Mr and Mrs R purchased membership of a timeshare (the 'Fractional Membership') from a timeshare provider (the 'Supplier') on 17 July 2014 (the 'Time of Sale').

Prior to that, Mr and Mrs R were existing customers of the Supplier and, between June 2004 and October 2009, they had purchased 30,000 points in the Supplier's 'European Collection'. These points worked like a currency such that, every year, Mr and Mrs R could use the points to stay at the Supplier's holiday accommodation. That accommodation 'cost' different amounts of points depending on the size of the apartment, its location and the time of year.

At the Time of Sale, they entered into two Purchase Agreements with the Supplier. The first agreement was to buy 16,000 'fractional points', trading in 16,000 of their existing points from their 'European Collection' membership. This was at a cost of £13,160, with a conversion price given for their European Collection points of £1 per point. The second agreement was also to buy 16,000 fractional points, which involved trading in 14,000 of their existing European Collection points and acquiring an additional 2,000 fractional points in the process. This also cost £13,160, with a conversion price of £1 per European Collection point.

So, overall, Mr and Mrs R purchased 32,000 fractional points at a total cost of £26,320 (the 'Purchase Agreements'), having traded in their existing 30,000 points from their European Collection membership. This enrolled Mr and Mrs R into 'Fractional Owners Club' membership.

Unlike their European Collection, Fractional Membership was asset backed – which means it gave Mr and Mrs R more than just holiday rights. It also included a share in the net sale proceeds of a property named on their Purchase Agreements (the 'Allocated Property') after their membership term ends.

Mr and Mrs R paid for their Fractional Membership by taking finance of £26,320 from the Lender in both of their names (the 'Credit Agreement').

Mr and Mrs R – using a professional representative (the 'PR') – wrote to the Lender (the 'Letter of Complaint') to complain. This letter wasn't dated, but the Lender said it was received in September 2016. They complained about:

1. Misrepresentations by the Supplier at the Time of Sale giving them a claim against the Lender under Section 75 of the CCA, which the Lender failed to accept and pay.
2. A breach of contract by the Supplier giving them a claim against the Lender under Section 75 of the CCA, which the Lender failed to accept and pay.

3. The Lender being party to an unfair credit relationship under the Credit Agreement and related Purchase Agreement for the purposes of Section 140A of the CCA.

(1) Section 75 of the CCA: the Supplier's misrepresentations at the Time of Sale

Mr and Mrs R say that the Supplier made a number of pre-contractual misrepresentations at the Time of Sale – including that the Supplier:

1. Told them that the only way of disposing of their original European Collection membership (also purchased from the Supplier) was to purchase a new product, but this wasn't true.
2. Told them that they would receive a financial return on their purchase, with a guarantee of £40,000 but this was untrue.

Mr and Mrs R say that they have a claim against the Supplier in respect of one or more of the misrepresentations set out above, and therefore, under Section 75 of the CCA, they have a like claim against the Lender, who, with the Supplier, is jointly and severally liable to Mr and Mrs R.

(2) Section 75 of the CCA: the Supplier's breach of contract

Mr and Mrs R say that the Supplier breached various EU Directives and sold the product on the basis that it was an investment which breached the contract and European law.

As a result of the above, Mr and Mrs R say that they have a breach of contract claim against the Supplier, and therefore, under Section 75 of the CCA, they have a like claim against the Lender, who, with the Supplier, is jointly and severally liable to Mr and Mrs R.

(3) Section 140A of the CCA: the Lender's participation in an unfair credit relationship

The Letter of Complaint set out several reasons why Mr and Mrs R say that the credit relationship between them and the Lender was unfair to them under Section 140A of the CCA. In summary, they include the following:

1. They were pressured into purchasing Fractional Membership by the Supplier.
2. The decision to lend was irresponsible because the Lender didn't carry out the right creditworthiness assessment.

The Lender dealt with Mr and Mrs R's concerns as a complaint and issued its final response letter on 3 November 2016, rejecting it on every ground.

PR sent a further letter to the Lender on 12 December 2016, adding a further point to their reasons why they felt the credit relationship was unfair under Section 140A of the CCA:

- Commission was paid to the Supplier by the Lender, but this was not disclosed to Mr and Mrs R.

Mr and Mrs R then referred the complaint to the Financial Ombudsman Service. It was assessed by an Investigator who, having considered the information on file, upheld the complaint on its merits. They thought that the Supplier had marketed and sold Fractional Membership as an investment to Mr and Mrs R at the Time of Sale in breach of regulation 14(3) of the Timeshare Regulations. And given the impact of that breach on their purchasing decision, the Investigator concluded that the credit relationship between the Lender and Mr

and Mrs R was rendered unfair to them for the purposes of section 140A of the CCA.

The Lender disagreed with the Investigator's assessment and asked for an Ombudsman's decision – which is why it was passed to me.

On 6 November 2024 I issued a provisional decision ('PD') setting out my thoughts on this complaint. Overall, I agreed with the outcome our Investigator had reached, but I wanted to give both parties the opportunity to consider what I had said, and provide any further evidence and arguments they wished to be considered before I issued my final decision. My PD read as follows:

***"The legal and regulatory context***

*In considering what is fair and reasonable in all the circumstances of the complaint, I am required under DISP 3.6.4 R to take into account: relevant (i) law and regulations; (ii) regulators' rules, guidance and standards; and (iii) codes of practice; and (where appropriate), what I consider to have been good industry practice at the relevant time.*

*I will refer to and set out several regulatory requirements, legal concepts and guidance in this decision, but I am satisfied that of particular relevance to this complaint is:*

- *The CCA (including Section 75 and Sections 140A-140C).*
- *The law on misrepresentation.*
- *The Timeshare Regulations.*
- *The UTCCR.*
- *The CPUT Regulations.*
- *Case law on Section 140A of the CCA – including, in particular:*
  - *The Supreme Court's judgment in Plevin v Paragon Personal Finance Ltd [2014] UKSC 61 ('Plevin') (which remains the leading case in this area).*
  - *Patel v Patel [2009] EWHC 3264 (QB).*
  - *The Supreme Court's judgment in Smith v Royal Bank of Scotland Plc [2023] UKSC 34 ('Smith').*
  - *Carney v NM Rothschild & Sons Ltd [2018] EWHC 958 ('Carney').*
  - *Kerrigan v Elevate Credit International Ltd [2020] EWHC 2169 (Comm) ('Kerrigan').*
  - *R (on the application of Shawbrook Bank Ltd) v Financial Ombudsman Service Ltd and R (on the application of Clydesdale Financial Services Ltd (t/a Barclays Partner Finance)) v Financial Ombudsman Service [2023] EWHC 1069 (Admin) ('Shawbrook & BPF v FOS').*

## **Good industry practice – the RDO Code**

*The Timeshare Regulations provided a regulatory framework. But as the parties to this complaint already know, I am also required to take into account, when appropriate, what I consider to have been good industry practice at the relevant time – which, in this complaint, includes the Resort Development Organisation's Code of Conduct dated 1 January 2010 (the 'RDO Code').*

## **My Provisional Findings**

*I have considered all the available evidence and arguments to decide what is fair and reasonable in the circumstances of this complaint.*

*And having done that, I currently think that this complaint should be upheld because the Supplier breached Regulation 14(3) of the Timeshare Regulations by marketing and/or selling Fractional Membership to Mr and Mrs R as an investment, which, in the circumstances of this complaint, rendered the credit relationship between them and the Lender unfair to them for the purposes of Section 140A of the CCA.*

*However, before I explain why, I want to make it clear that my role as an Ombudsman is not to address every single point that has been made to date. Instead, it is to decide what is fair and reasonable in the circumstances of this complaint. So, while I recognise that there are a number of aspects to Mr and Mrs R's complaint, it isn't necessary to make formal findings on all of them. This includes the allegations that the Supplier misrepresented the Fractional Membership and breached the Purchase Agreement. That is because, even if those aspects of the complaint ought to succeed, the redress I'm currently proposing puts Mr and Mrs R in the same or better position that they would be if the redress was limited to those other aspects of the complaint.*

*What is more, I have made my decision on the balance of probabilities – which means I have based it on what I think is more likely than not to have happened given the available evidence and the wider circumstances.*

## **Section 140A of the CCA: did the Lender participate in an unfair credit relationship?**

*As Section 140A of the CCA is relevant law in the context of this complaint, I do have to consider it when deciding whether an unfair credit relationship likely to have come into existence between Mr and Mrs R and the Lender and arriving at a fair and reasonable outcome to the complaint.*

*Under Section 140A of the CCA, a debtor-creditor relationship can be found to have been or be unfair to the debtor because of one or more of the following: the terms of the credit agreement itself; how the creditor exercised or enforced its rights under the agreement; and any other thing done (or not done) by, or on behalf of, the creditor (either before or after the making of the agreement or any related agreement) (s.140A(1) CCA). Such a finding may also be based on the terms of any related agreement (which here, includes the Purchase Agreement) and, when combined with Section 56 of the CCA, on anything done or not done by the supplier on the creditor's behalf before the making of the credit agreement or any related agreement.*

*Section 56 plays an important role in the CCA because it defines the terms “antecedent negotiations” and “negotiator”. As a result, it provides a foundation for a number of provisions that follow it. But it also creates a statutory agency in particular circumstances. And while Section 56(1) sets out three of them, the most relevant to this complaint are negotiations conducted by the supplier in relation to a transaction financed or proposed to be financed by a debtor-creditor-supplier agreement.*

*A debtor-creditor-supplier agreement is defined by Section 12(b) of the CCA as “a restricted-use credit agreement which falls within section 11(1)(b) and is made by the creditor under pre-existing arrangements, or in contemplation of future arrangements, between himself and the supplier [...]”. And Section 11(1)(b) of the CCA says that a restricted-use credit agreement is a regulated credit agreement used to “finance a transaction between the debtor and a person (the ‘supplier’) other than the creditor [...] and “restricted-use credit” shall be construed accordingly.”*

*The Lender doesn’t dispute that there was a pre-existing arrangement between it and the Supplier. So, the negotiations conducted by the Supplier during the sale of Mr and Mrs R’s membership of the Fractional Membership were conducted in relation to a transaction financed or proposed to be financed by a debtor-creditor-supplier agreement as defined by Section 12(b). That made them antecedent negotiations under Section 56(1)(c) – which, in turn, meant that they were conducted by the Supplier as an agent for the Lender as per Section 56(2). And such antecedent negotiations were “any other thing done (or not done) by, or on behalf of, the creditor” under s.140(1)(c) CCA.*

*Antecedent negotiations under Section 56 cover both the acts and omissions of the Supplier, as Lord Sumption made clear in Plevin, at paragraph 31:*

*“[Section] 56 provides that [when] antecedent negotiations for a debtor-creditor-supplier agreement are conducted by a credit-broker or the supplier, the negotiations are “deemed to be conducted by the negotiator in the capacity of agent of the creditor as well as in his actual capacity”. The result is that the debtor’s statutory rights of withdrawal from prospective agreements, cancellation and rescission may arise on account of the conduct of the negotiator whether or not he was the creditor’s agent.’ [...] Sections 56 and 140A(3) provide for a deemed agency, even in a case where there is no actual one. [...] These provisions are there because without them the creditor’s responsibility would be engaged only by its own acts or omissions or those of its agents.”*

*And this was recognised by Mrs Justice Collins Rice in Shawbrook & BPF v FOS at paragraph 135:*

*“By virtue of the deemed agency provision of s.56, therefore, acts or omissions ‘by or on behalf of’ the bank within s.140A(1)(c) may include acts or omissions of the timeshare company in ‘antecedent negotiations’ with the consumer”.*

*In the case of Scotland & Reast v British Credit Trust Limited [2014], the Court of Appeal said, at paragraph 56, that the effect of Section 56(2) of the CCA meant that “negotiations are deemed to have been conducted by the negotiator as agent for the creditor, and that is so irrespective of what the position would have been at common law” before going on to say the following in paragraph 74:*

*“[...] there is nothing in the wording of s.56(2) to suggest any legislative intent to limit its application so as to exclude s.140A. Moreover, the words in s.140A(1)(c) “any other thing done (or not done) by, or on behalf of, the creditor” are entirely apposite to include antecedent negotiations falling within the scope of s.56(1)(c) and which are deemed by s.56(2) to have been conducted by the supplier as agent of the creditor. Indeed the purpose*

*of s.56(2) is to render the creditor responsible for such statements made by the negotiator and so it seems to me wholly consistent with the scheme of the Act that, where appropriate, they should be taken into account in assessing whether the relationship between the creditor and the debtor is unfair.”<sup>1</sup>*

*So, the Supplier is deemed to be Lender’s statutory agent for the purpose of the pre-contractual negotiations.*

*However, an assessment of unfairness under Section 140A isn’t limited to what happened immediately before or at the time a credit agreement and related agreement were entered into. The High Court held in Patel v Patel [2009] EWHC 3264 (QB) (which was recently approved by the Supreme Court in the case of Smith), that determining whether or not the relationship complained of was unfair had to be made “having regard to the entirety of the relationship and all potentially relevant matters up to the time of making the determination” – which was the date of the trial in the case of an existing credit relationship or otherwise the date the credit relationship ended.*

*The breadth of the unfair relationship test under Section 140A, therefore, is stark. But it isn’t a right afforded to a debtor simply because of a breach of a legal or equitable duty. As the Supreme Court said in Plevin (at paragraph 17):*

*“Section 140A [...] does not impose any obligation and is not concerned with the question whether the creditor or anyone else is in breach of a duty. It is concerned with [...] whether the creditor’s relationship with the debtor was unfair.”*

*Instead, it was said by the Supreme Court in Plevin that the protection afforded to debtors by Section 140A is the consequence of all of the relevant facts.*

*I have considered the entirety of the credit relationship between Mr and Mrs R and the Lender along with all of the circumstances of the complaint and I think the credit relationship between them was likely to have been rendered unfair for the purposes of Section 140A. I will explain why.*

*When coming to that conclusion, and in carrying out my analysis, I have looked at all the evidence provided from both parties, including:*

- 1. The Supplier’s sales and marketing practices at the Time of Sale – which includes training material that I think is likely to be relevant to the sale; and*
- 2. The provision of information by the Supplier at the Time of Sale, including the contractual documentation and disclaimers made by the Supplier;*
- 3. Evidence provided by both parties on what was likely to have been said and/or done at the Time of Sale;*
- 4. The inherent probabilities of the sale given its circumstances.*

*I have then considered the impact of 1-4 above on the fairness of the credit relationship between Mr and Mrs R and the Lender.*

### ***Did the Supplier breach of Regulation 14(3) of the Timeshare Regulations?***

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<sup>1</sup> The Court of Appeal’s decision in *Scotland* was recently followed in *Smith*.

*The Lender does not dispute, and I am satisfied, that Mr and Mrs R's Fractional Membership met the definition of a "timeshare contract" and was a "regulated contract" for the purposes of the Timeshare Regulations.*

*Regulation 14(3) of the Timeshare Regulations prohibited the Supplier from marketing or selling Fractional Membership as an investment. This is what the provision said at the Time of Sale:*

*"A trader must not market or sell a proposed timeshare contract or long-term holiday product contract as an investment if the proposed contract would be a regulated contract."*

*But Mr and Mrs R say that the Supplier did exactly that at the Time of Sale. The Letter of Complaint says:*

- "The representative of the Timeshare Owner told us of the Fractional Points Scheme which would be an excellent investment opportunity and would make a big profit for Our Clients when the same was sold in 2029. Our Clients advised the Timeshare Owner's representative that Mr R would be due to retire in 6-8 years' time and was worried about keeping up with the maintenance costs etc."*
- "In addition, Our clients were told that the fractionalisation would involve the selling on of the properties and potentially could give Our Clients some financial return over and above the £40,000. This average was not guaranteed, but would reflect the market price at the time of the sale."*
- "On the basis of the representations made, Our Clients agreed to enter into a contract for the purchase of a product. [...]"*
- "Our Clients were advised that they would receive a financial return on their purchase. This was also untrue; the maintenance for the period of 15 years of the product would be in excess of £60,000, at the current maintenance levels, which Our Clients now understand are likely to increase, whereas the [Supplier's] guaranteed financial return would be approximately £40,000 at today's market value."*
- "[...] Our Clients were advised that the product would provide Our Clients with a financial return. Our Clients now understand that it is highly unlikely that they will ever be able to realise anything like this sum of money or even be able to sell this 'fraction' at all. Our Clients were assured by the Timeshare Owner's representative at the time that there was a guarantee of £40,000."*
- "[...] Our Clients were advised of the benefit they would receive. Our Clients are also now aware that the maintenance fees can, and probably will, increase significantly over time and will massively exceed any future cash benefit."*

*I've also seen a letter Mr and Mrs R sent to PR dated 20 March 2017, which is handwritten in their own words and says, in full:*

*"We were already timeshare owners when at the meeting we were told this would bring a profit at the end of the contract. We don't think this is right. We were told this would not be as long a contract."*

*And, in a telephone conversation with our Investigator following their outcome being sent, Mrs R said (unprompted) that they had thought they were going to 'end up with' the property in question.*

*Mr and Mrs R allege, therefore, that the Supplier breached Regulation 14(3) at the Time of Sale because they were told by the Supplier that they would get their money back or more during the sale of Fractional Membership.*

*The term “investment” is not defined in the Timeshare Regulations. In Shawbrook & BPF v FOS, the parties agreed that, by reference to the decided authorities, “an investment is a transaction in which money or other property is laid out in the expectation or hope of financial gain or profit” at [56]. I will use the same definition.*

*Mr and Mrs R’s share in the Allocated Property clearly constituted an investment as it offered them the prospect of a financial return – whether or not, like all investments, that was more than what they first put into it. But the fact that Fractional Membership included an investment element did not, itself, transgress the prohibition in Regulation 14(3). That provision prohibits the marketing and selling of a timeshare contract as an investment. It doesn’t prohibit the mere existence of an investment element in a timeshare contract or prohibit the marketing and selling of such a timeshare contract per se.*

*In other words, the Timeshare Regulations did not ban the sale of products such as the Fractional Membership. They just regulated how such products were marketed and sold.*

*To conclude, therefore, that Fractional Membership was marketed or sold to Mr and Mrs R as an investment in breach of Regulation 14(3), I have to be persuaded that it was more likely than not that the Supplier marketed or sold membership to them as an investment, i.e. told them or led them to believe that Fractional Membership offered them the prospect of a financial gain (i.e., a profit) given the facts and circumstances of this complaint.*

*There is evidence in this complaint that the Supplier made efforts to avoid specifically describing membership of the Fractional Membership as an ‘investment’ or quantifying to prospective purchasers, such as Mr and Mrs R, the financial value of their share in the net sales proceeds of the Allocated Property along with the investment considerations, risks and rewards attached to them. There were, for instance, disclaimers in the contemporaneous paperwork that state that Fractional Membership was not sold to Mr and Mrs R as an investment.*

*For example, the second page of the Purchase Agreement was titled “Terms and Conditions”, the first of which read:*

*“You should not purchase Your [...] Fractional Points as an investment in real estate. The Purchase Price paid by You relates primarily to the provision of memorable holidays for the duration of Your ownership. You are at liberty to dispose of Your [...] Fractional Points at any time prior to the Sale Date in accordance with Rule 7 of the Rules of the Owners Club.”*

*Further, there was a document titled “Key Information”, an extract of which read:*

***“Exact nature and content of the right(s):***

*Between six to nine months before the Proposed Sale Date, [the Trustee] will appoint two independent valuers to value the Property and will then take steps to sell the Property at the best achievable market price. You must bear in mind that your [...] Fractional Points (and the purchase price paid by you for those points) relates primarily to the acquisition by you of many years of wonderful holidays. We are sure that you will get a great deal of pleasure from your holidays. Your decision to purchase [...] Fractional Points should not be viewed by you as a financial investment.”*

*Finally, there was another document titled “Customer Compliance Statement/Declaration to Treating Customers Fairly”, which included the following:*



*“5. We understand that the purchase of our [...] Fractional Points is an investment in our future holidays, and that it should not be regarded as a property or financial investment. We recognize that the sale price achieved on the sale of the Property in the Owners Club (and to which our [...] Fractional Points have been attributed) will depend on market conditions at that time, that property prices can go down as well as up and that there is no guarantee as to the eventual sale price of the Property.*

*6. We understand that the Property referenced on our Purchase Agreement will be sold as soon as possible on or after the Proposed Sale Date. However, we realise that it may not be possible to source a buyer immediately, and that in the event that the sale is affected on or after the Proposed Sale Date, we will be required to pay our Dues each year until the Property is sold.”*

*Mr and Mrs R had ticked and signed to say they understood both of these points.*

*However, weighing up what happened in practice is, in my view, rarely as simple as looking at the contemporaneous paperwork. And there are a number of strands to Mr and Mrs R’s allegation that the Supplier breached Regulation 14(3) at the Time of Sale, including (1) that membership of the Fractional Membership was expressly described as an “investment” and (2) that membership of the Fractional Membership could make them a financial gain and/or would retain or increase in value.*

*So, I have considered:*

- (1) whether it is more likely than not that the Supplier, at the Time of Sale, sold or marketed membership of the Fractional Membership as an investment, i.e. told Mr and Mrs R or led them to believe during the marketing and/or sales process that membership of the Fractional Membership was an investment and/or offered them the prospect of a financial gain (i.e., a profit); and, in turn*
- (2) whether the Supplier’s actions constitute a breach of Regulation 14(3).*

*And for reasons I’ll now come on to, given the facts and circumstances of this complaint, I think the answer to both of these questions is ‘yes’.*

### ***How the Supplier marketed and sold the Fractional Membership***

*I’ve seen a variety of training and marketing materials used by the Supplier, including:*

- A set of slides produced on 14 September 2012 and used as a training tool for its sale staff and as a sales aide when selling Fractional Club membership to potential purchasers (‘the September 2012 Slides’) according to an email from the Supplier’s Vice President of Legal Services and European General Counsel (‘SC’) that confirmed that is the case and;*
- A 98-page document called “Sales Representative Training Manual Europe”. While the document itself is undated, it was said by the Supplier to be some basic training given to new sales representatives in 2013 (the ‘2013 Training Manual’).*

*The 2013 Training Manual looks like a set of instructions to and guidance for new sales representatives on how to interact with prospective members. And with that being the case, both the September 2012 Slides and 2013 Training Manual seem to me to be reasonably indicative of:*

- (1) *the training the Supplier's sales representatives would have got before selling Fractional Club membership; and*
- (2) *how the sales representatives would have framed the sale of Fractional Club membership to prospective members – including Mr and Mrs R.*

*Slides 28 to 34 of the September 2012 Slides focused on Fractional Club membership, and I think the following aspects of those slides are particularly important.*

*Slide 29, which was titled "What is fractional ownership?", was the first slide to set out how Fractional Club membership worked. When doing that, it read:*

*"Fractional ownership is the division of a **high value asset** into fixed segments whereby the owner can enjoy the advantages and eventual residual value of what they own, use it for a fixed period of time and only pay management fees and upkeep costs proportionate to their share of the property.*

***Differing from timeshare ownership** which affords a right to use for a fixed period of time and the ownership of the property always remains with the developer, **fractional ownership is tied to a piece of real estate with a clearly defined exit strategy. Purchases actually own a piece of the property.** Once the term finishes at a predetermined point the real estate is sold on the open market and after sales costs and taxes are deducted the proceeds of the sale are split proportionately based on the size of the fraction owned."*

*(my emphasis added)*

*From the off, therefore, it seems that sales representatives would have demonstrated that there were financial advantages to Fractional Club membership rather than being a member of a 'standard' timeshare.*

*One of the advantages referred to in the slide above is the ownership of a "high value asset" and "actually [owning] a piece of the property". And as an owner's equity in their property is built over time as the value of the asset increases relative to the size of any mortgage secured against it, this particular advantage of Fractional Club membership was portrayed in terms that played on the opportunity ownership gave prospective members of the Fractional Club to accumulate wealth in a similar way.*

*Slide 30 went on to set out a number of other advantages of "owning a [...] property fractional", which included management by a major brand, residence size and capacity, "great locations in highly popular tourist destinations" and ongoing refurbishment – all of which were said on the slide to "enhance the residual value of the real estate at the end of the term".*

*Slide 31 also said that the 15-year membership term of the Fractional Club was aligned with the 'historic property growth cycle in high demand tourist destinations' while members could also hand down their membership to family.*

*I acknowledge that the slides don't include express reference to an "investment" benefit of Fractional Club membership. But they alluded to much the same concept. It was simply phrased in the language of building equity in property. With that being the case, it seems to me that the Supplier's approach to marketing Fractional Club membership involved implying that "owning a [...] property fractional" was a way of building wealth over time, similar to home ownership. And as an allocated property was 'owned' by Fractional Members only to the extent that they participated in the net proceeds from its sale (they didn't have any preferential rights to stay in their allocated property or to use it in any other way), the notion*

of property ownership promoted by the Supplier was specifically its potential investment benefit.

*I also recognise that, on page 53 of the 2013 Training Manual, sales representatives were told by the Supplier not to talk to prospective members of the Fractional Club about values or returns as it wasn't an investment product – which is consistent with the fact that the September 2012 Slides don't include a comparison between the expected level of financial return and the purchase price of Fractional Club membership.*

*However, if I were to only concern myself with express efforts to quantify to Mr and Mrs R the financial value of the proprietary interest they were offered, I think that would involve taking too narrow a view of the prohibition against marketing and selling timeshares as an investment in Regulation 14(3).*

*When the Government consulted on the implementation of the Timeshare Regulations, it discussed what marketing or selling a timeshare as an investment might look like – saying that '[a] trader must not market or sell a timeshare or [long-term] holiday product as an investment. For example, there should not be any inference that the cost of the contract would be recoupable at a profit in the future (see regulation 14(3)).'<sup>2</sup> And in my view that must have been correct because it would defeat the consumer-protection purpose of Regulation 14(3) if the concepts of marketing and selling a timeshare as an investment were interpreted too restrictively.*

*So, if a supplier implied to consumers that future financial returns (in the sense of possible profits) from a timeshare were a good reason to purchase it, I think its conduct was likely to have fallen foul of the prohibition against marketing or selling the product as an investment.*

*For, if I'm wrong about that, I find it difficult to explain why, in paragraphs 77 and 78 followed by 100 of Shawbrook & BPF v FOS, Mrs Justice Collins Rice said the following:*

*"[...] I endorse the observation made by Mr Jaffey KC, Counsel for BPF, that, whatever the position in principle, **it is apparently a major challenge in practice for timeshare companies to market fractional ownership timeshares consistently with Reg.14(3). [...] Getting the governance principles and paperwork right may not be quite enough.***

***The problem comes back to the difficulty in articulating the intrinsic benefit of fractional ownership over any other timeshare from an individual consumer perspective. [...] If it is not a prospect of getting more back from the ultimate proceeds of sale than the fractional ownership cost in the first place, what exactly is the benefit? [...] What the interim use or value to a consumer is of a prospective share in the proceeds of a postponed sale of a property owned by a timeshare company – one they have no right to stay in meanwhile – is persistently elusive."***

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<sup>2</sup> The Department for Business Innovation & Skills "Consultation on Implementation of EU Directive 2008/122/EC on Timeshare, Long-Term Holiday Products, Resale and Exchange Contracts (July 2010)". <https://assets.publishing.service.gov.uk/media/5a78d54ded915d0422065b2a/10-500-consultation-directive-timeshare-holiday.pdf>

*“[...] although the point is more latent in the first decision than in the second, it is clear that both ombudsmen viewed fractional ownership timeshares – simply by virtue of the interest they confer in the sale proceeds of real property unattached to any right to stay in it, and the prospect they undoubtedly hold out of at least 'something back' – as products which are inherently dangerous for consumers. **It is a concern that, however scrupulously a fractional ownership timeshare is marketed otherwise, its offer of a 'bonus' property right and a 'return' of (if not on) cash at the end of a moderate term of years may well taste and feel like an investment to consumers who are putting money, loyalty, hope and desire into their purchase anyway.** Any timeshare contract is a promise, or at the very least a prospect, of long-term delight. [...] A timeshare-plus contract suggests a prospect of happiness-plus. And a timeshare plus 'property rights' and 'money back' suggests adding the gold of solidity and lasting value to the silver of transient holiday joy.” (emphasis my own)*

*Given the contents of the September 2012 Slides, I think the Supplier's sales representatives were encouraged to make prospective Fractional Club members consider the advantages of owning something and view membership as a way of generating a return, rather than simply paying for holidays in the usual way. That was likely to have been reinforced throughout the Supplier's sales presentations by the use of phrases such as “high value asset”. And as the September 2012 Slides suggest that much would have been made of the possibility of prospective members maximising their returns (e.g., by pointing out that one of the benefits of a 15-year membership term was that it aligned with the historic property growth cycle in high demand tourist destinations), I think the language used during the Supplier's sales presentations was likely to have been consistent with the idea that Fractional Club membership was an investment.*

*With that said, therefore, given what I've already said about the Supplier's training material and the way in which I think it was likely to have framed the sale of Fractional membership to prospective members (including Mr and Mrs R), I think it is more likely than not that the Supplier did, at the very least, imply that future financial returns (in the sense of possible profits) from a Fractional Membership were a good reason to purchase it – particularly in light of the circumstances of their sale.*

*Mr and Mrs R were already members of the Supplier's European Collection at the Time of Sale – holding 30,000 European Collection points. They paid, on average, £1.23 for each of those points. And if they simply wanted to increase their holiday rights, I don't understand why they would have paid nearly over £26,000 in return for 32,000 fractional points (only 2,000 of which were additional), for a relatively small increase in holiday rights, unless the Supplier had relied on other aspects of Fractional Membership to promote its sale.*

*I acknowledge that Fractional Membership offered Mr and Mrs R a shorter term. But the investment elements of Fractional Membership were plainly major parts of its rationale and justification for its cost. And as it was designed to offer its members a way of making a financial return from the money they invested – whether or not, like every investment, the return was more, less or the same as the sum invested, it would not have made much sense if the Supplier included the features in the product without relying on them to promote sales – especially when the reality was that, as existing European Collection members with significantly holiday rights, the principal benefits of the move to Fractional Membership were its investment elements i.e. the share in the net sale proceeds of the Allocated Property and the potential financial returns from the Fractional Wish to Rent Programme.*

*Mr and Mrs R have said from the outset of their complaint, both in writing and verbally over the phone with our Investigator, that they were led to believe by the Supplier they would make a profit when the Allocated Property was sold, including that they were given specific figures as to how much exactly they could expect to receive. And I think that belief fits with what they did at the Time of Sale – which, as existing European Collection members with*

*significant holiday rights, was make a significant purchase for an interest in the sale proceeds of the Allocated Property and a small number of extra holiday rights.*

*So, overall, when I consider the evidence as a whole, and in combination with the particular circumstances of Mr and Mrs R's sale, I don't find them either implausible or hard to believe when they say they were told that by buying fractional points, they would 'end up with a property which was theirs' i.e. have some form of ownership of the complex and that "this would bring a profit at the end of the contract". On the contrary, given what I've seen so far, I think that's likely to be what Mr and Mrs R were led by the Supplier to believe at the relevant time. And for these reasons, I think the Supplier breached Regulation 14(3) of the Timeshare Regulations.*

### **Was the credit relationship between the Lender and the Consumer rendered unfair?**

*Having found that the Supplier was likely to have breached Regulation 14(3) at the Time of Sale, I now need to consider whether that breach was causative of an unfair credit relationship between Mr and Mrs R and the Lender under the Credit Agreement and related Purchase Agreement.*

*As the Supreme Court's judgment in Plevin makes clear, it does not automatically follow that regulatory breaches create unfairness for the purposes of Section 140A. Such breaches and their consequences (if there are any) must be considered in the round, rather than in a narrow or technical way.*

*I am also mindful of what HHJ Waksman QC (as he then was) and HHJ Worster had to say in Carney and Kerrigan (respectively) on causation.*

*In Carney, HHJ Waksman QC said the following in paragraph 51:*

*"[...] In cases of wrong advice and misrepresentation, it would be odd if any relief could be considered if they did not have at least some material impact on the debtor when deciding whether or not to enter the agreement. [...] in a case like the one before me, if in fact the debtors would have entered into the agreement in any event, this must surely count against a finding of unfair relationship under s140A. [...]"*

*And in Kerrigan, HHJ Worster said this in paragraphs 213 and 214:*

*"[...] The terms of section 140A(1) CCA do not impose a requirement of "causation" in the sense that the debtor must show that a breach caused a loss for an award of substantial damages to be made. The focus is on the unfairness of the relationship, and the court's approach to the granting of relief is informed by that, rather than by a demonstration that a particular act caused a particular loss. Section 140A(1) provides only that the court **may** make an order **if** it determines that the relationship is unfair to the debtor. [...]"*

*"[...] There is a link between (i) the failings of the creditor which lead to the unfairness in the relationship, (ii) the unfairness itself, and (iii) the relief. It is not to be analysed in the sort of linear terms which arise when considering causation proper. The court is to have regard to all the relevant circumstances when determining whether the relationship is unfair, and the same sort of approach applies when considering what relief is required to remedy that unfairness. [...]"*

*So, it seems to me that, if I am to conclude that a breach of Regulation 14(3) led to a credit relationship between Mr and Mrs R and the Lender that was unfair to them and warranted relief as a result, whether the Supplier's breach of Regulation 14(3) (which, having taken place during its antecedent negotiations with Mr and Mrs R, is covered by Section 56 of the*

CCA, falls within the notion of "any other thing done (or not done) by, or on behalf of, the creditor" for the purposes of 140(1) of the CCA and deemed to be something done by the Lender) lead them to enter into the Purchase Agreement and the Credit Agreement is an important consideration.

On my reading of Mr and Mrs R's evidence, the prospect of a financial gain from Fractional Membership was an important and motivating factor when they decided to go ahead with their purchase.

Again, the Lender says that because Mr and Mrs R purchased an additional 2,000 fractional points and gained additional holiday rights as a result, they were likely interested in holidays – which is not surprising given the nature of the product at the centre of this complaint and the fact that they had been long-standing European Collection members by the time they purchased Fractional Membership. But if increasing their holiday rights was the only or even the main reason they made the purchase, I don't understand why they would not have simply increased their European Collection points again in the same way they had done before.

The Lender says that Mr and Mrs R likely wanted to purchase Fractional Membership due to the shorter membership term and the Lender points to some of the comments above in both the Letter of Complaint and Mr and Mrs R's handwritten letter to support this. I recognise that Fractional Club membership offered Mr and Mrs R a shorter membership term than the European Collection. But I'm not persuaded that it was that aspect of Fractional Membership that motivated their move to it rather than their share in the Allocated Property. I say that because Mr and Mrs R could have simply continued to holiday as European Collection members knowing (in all likelihood) that Mrs R was 14 years or so from turning 75 and that they were likely to have been able to surrender their European Collection membership under Diamond's policy on exceptional circumstances<sup>3</sup> without having to pay over £26,000 to benefit from a shorter membership term.

As Mr and Mrs R say (plausibly in my view) that Fractional Club membership was marketed and sold to them at the Time of Sale as something that offered them more than just holiday rights, on the balance of probabilities, I think their purchase was motivated by their share in the Allocated Property and the possibility of a profit. After all, as I've said before, the reality was that, as Mr and Mrs R already had the majority of the holiday rights to which they were entitled under the Purchase Agreement the principal benefits to them of moving to Fractional Membership were its investment elements i.e., the share in the net sale proceeds of the Allocated Property and the potential financial returns from the FWTR Programme. And with that being the case, I think the Supplier's breach of Regulation 14(3) was material to the decision they ultimately made.

Mr and Mrs R have not said or suggested, for example, that they would have pressed ahead with the purchase in question had the Supplier not led them to believe that Fractional Owners Club membership was an appealing investment opportunity. And as they faced the prospect of borrowing and repaying a substantial sum of money while subjecting themselves to long-term financial commitments, had they not been encouraged by the prospect of a financial gain from membership of the Fractional Owners Club, I have not seen enough to persuade me that they would have pressed ahead with their purchase regardless.

## **Conclusion**

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Given the facts and circumstances of this complaint, I think the Lender participated in and perpetuated an unfair credit relationship with Mr and Mrs R under the Credit Agreement and

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<sup>3</sup> Set out in the EC Relinquishment Fact Sheet.

*related Purchase Agreements for the purposes of Section 140A. And with that being the case, taking everything into account, I think it is fair and reasonable that I uphold this complaint."*

I then explained how I thought the Lender should compensate Mr and Mrs R.

### **Responses to my provisional decision**

The PR, on behalf of Mr and Mrs R, agreed with my PD and didn't add anything further.

The Lender disagreed. It argued that my PD was based on an error in my approach to the prohibition in Regulation 14(3) and my analysis of the evidence referred to in my PD. In particular, they said:

- The wording in my PD is inconsistent with the premise that there is no prohibition to the sale of fractional timeshares, only a prohibition on the way they were sold, and the definition of 'investment' that I used. It argues that I took the position that *"the mere existence of the "prospect of a financial return" constituted an "investment". In particular, the PD falls into that error by conflating two different meanings of the word 'return': (i) a 'return on investment', which is normally understood to mean the measure of profit (return) on the original investment; and (ii) a customer being told that some money will be 'returned' upon sale, which carries no connotation of investment or profit"*.
- The documentation in relation to the Fractional Membership sale is unobjectionable and does not breach Regulation 14(3).
- There is no evidence that the sale involved marketing or selling the fractional points as an investment to Mr and Mrs R. The Supplier delivered extensive training to its staff to ensure that their fractional points clubs are not marketed or sold as investments to customers, none of which include language from which an investment promotion could be inferred. And the September 2012 slides referred to in my PD were at not time used to train sales representatives.
- I should give weight to the decision of HHJ Beech in *Gallagher v Diamond Resorts (Europe) Limited* (21 September 2021, unreported) which involved a similar sale, where it was held that the sales representative had been trained as described by the witnesses in that case. And, that that training would have included a prohibition on selling membership as an investment in property.
- I didn't adequately consider Mr and Mrs R's testimony and therefore gave it undue weight and misinterpreted some parts of it. The Lender raised the following specific points in relation to their testimony:
  - (i) The testimony is brief and lacks any sufficient detail regarding the sale such as who Mr and Mrs R spoke to and when certain discussions are alleged to have taken place. And, it was not received by the Lender or Supplier until 2023 and was created around three years after the purchase and after the Letter of Complaint and it's unclear why this is.
  - (ii) The PR appears to have been involved in outlining the events being described and the testimony may have been influenced by the PR or by wider publicity around timeshares in general.
  - (iii) The testimony has not been assessed against how Mr and Mrs R behaved in relation to their membership – they were active users of their membership until shortly before they complained, suggesting their recollection of the sale has been unduly influenced.

- (iv) I attached little weight to the other reasons given by Mr and Mrs R for entering into their purchase.
- I erred in not applying the test I had highlighted in the judgment of *Carney*, rather I said “*I don’t find them either implausible or hard to believe when they say they were told that by buying fractional points, they would ‘end up with a property that was theirs’*”, which reverses the burden of proof.

### **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 considered everything afresh, I still uphold Mr and Mrs R’s complaint for broadly the same reasons I gave in my PD as set out above. I will also address the matters the Lender raised in response.

Again, my role as an Ombudsman is not to address every single point that has been made in response. Instead, it is to decide what is fair and reasonable in the circumstances of this complaint. So, while I’ve read the Lender’s further submissions in full, I will confine my findings to what I find are the key points.

In my PD, I noted that to breach Regulation 14(3), the Supplier had to market or sell Fractional Membership as an investment, and I used the following definition of ‘investment’ when considering whether I thought that provision had been breached: “*a transaction in which money or other property is laid out in the expectation or hope of financial gain or profit*”.

The Lender says my PD was inconsistent with the notion that there was no prohibition on the sale of fractional timeshares per se, only a prohibition on the way in which they were sold. But this, in my view, takes too narrow a view of my PD and overlooks the part of my PD that reads:

*“Mr and Mrs R’s share in the Allocated Property clearly, in my view, constituted an investment as it offered them the prospect of a financial return – whether or not, like all investments, that was more than what they first put into it. But the fact that Fractional Membership included an investment element did not, itself, transgress the prohibition in Regulation 14(3). That provision prohibits the marketing and selling of a timeshare contract as an investment. It doesn’t prohibit the mere existence of an investment element in a timeshare contract or prohibit the marketing and selling of such a timeshare contract per se.*

*In other words, the Timeshare Regulations did not ban products such as the Fractional Membership. They just regulated how such products were marketed and sold.”*

However, for the avoidance of doubt, I continue to recognise that it was possible to market and sell Fractional Membership without breaching the relevant prohibition in Regulation 14(3). For example, simply telling a prospective customer very factually that Fractional Membership included a share in an allocated property and that they could expect to receive some money back on the sale of that property, but less than what they put in, would not breach Regulation 14(3).

But, with that said, there seem to me to be many ways of marketing and selling a timeshare as an investment, without necessarily referring to (or even including) an allocated property. And if the Supplier said and/or did something in relation to an allocated property and/or



Fractional Membership more generally that at least implied to a prospective member that membership offered them the prospect of a financial gain, that would, in my view, breach Regulation 14(3).<sup>4</sup>

I will therefore first comment on the Supplier's sales and marketing materials and practices more generally, before turning to the evidence Mr and Mrs R have provided in this particular case.

The Lender has again highlighted in their response to my PD the various disclaimers in the sales paperwork which state that the product should not be seen as an investment. And they've said that Mr and Mrs R confirmed (by signing some of the documentation) that they understood this at the Time of Sale.

I acknowledged in my PD, and again I acknowledge here, that the Supplier did try in the sales documentation to avoid describing Fractional Membership as an 'investment' or giving any indication of the likely financial return. And as the Lender has pointed out, Mr and Mrs R signed the relevant documentation confirming they had read and understood these various disclaimers (set out in my PD).

However, as I said before, deciding what happened in practice is often not as simple as looking at the contemporaneous paperwork. Especially when such paperwork was produced and signed *after* a potential customer, such as Mr and Mrs R, had already been through a lengthy sales presentation.

Overall, the Lender says they consider that there is inadequate evidence that the Supplier did in fact market the Fractional Membership as an investment in the way I set out in my PD.

I've considered the additional evidence the Lender provided in relation to the Supplier's sales process. These include a general statement by the Supplier in respect of the PD, and a witness statement made by one of the Supplier's members of staff ('SC') commenting on the September 2012 slides previously referred to. Prior to finalising my decision, I also asked for the Lender's comments on some of the Supplier's other sales documentation, namely:

- 'Fractional Ownership Comparison' document – which compared fractional ownership to other options, including owning a holiday home, including that they both involved a '*future residual value*' and '*rental income*' as benefits of ownership. And that Fractional Ownership is an '*alternative to a second home*'.
- 'Fractional Sales Logic – 2013' document – provided a comparison between fractional ownership and owning a holiday home including advice to sales agents about what they should tell consumers including the phrase '*real estate*' and '*the fractions should be compared to the purchase of a second home*'.
- 'Fractions FAQ – Early Training' document – answered FAQs about fractional ownership compared to the Supplier's European Collection, including the question '*what are the benefits of Fractional Ownership?*' including in the answer '*the chance of a return on the money they have spent on membership*'.

I've also considered the further evidence the Lender has provided in relation to these documents, including further witness statements from two other members of staff ('RW' and 'PP'), the 'final version' of the FAQs document described above, and the 'standard operating procedure' documents signed in 2012 and 2013, by the sales representative and sales manager for Mr and Mrs R's sale.

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<sup>4</sup> See paragraphs 73 and 76 of the judgment in *Shawbrook & BPF v FOS*

Firstly, regarding the September 2012 slides, as noted above I've been directed to a witness statement provided on other, similar cases currently with this Service in which SC says she was wrong to have said previously that the September 2012 slides were used by the Supplier to sell Fractional Membership. She explained that, at the time she had originally informed our Service about the September 2012 slides, she had been unable to obtain confirmation from a sales manager who had been in the role at the relevant time. Having now done so, she understood the slides were in fact "*never used during the sales presentation of the fractional product*". SC went on to say that the Supplier's fractional product had been developed further after September 2012 and so the slides were not reflective of the final product offered to customers four months later. SC added that certain content within the slides was likely to have raised "*compliance concerns*".

I think it's worth noting here the context in which the September 2012 slides were received by this Service. The slides were attached to an email from SC, in which she said the following:

*"The Power Point was dated 14 September 2012 (which was a couple of months before we started selling Fractional points).*

*I am advised that this Power Point was used as a training tool for our sales reps. I am also advised that the Power Point was converted into an A1 size flip presenter (and that the pages were laminated) and that this was used by sales team members as a sales aide".*

SC then went on to describe conversations she'd had with a sales manager ("AS") based at a site called 'Pine Lake' in the UK, about what materials had been used to assist with sales of the fractional product, but it's unclear if AS was also the person who had originally advised SC of how the September 2012 slides had been used by the Supplier.

It seems SC received two very different accounts of how the September 2012 slides were used by the Supplier's sales teams. It appears that one source advised her the slides were never used to sell the product, while another source said they had been used in training and blown up to A1 size to be "*used...as a sales aide*".

I think it's possible for both accounts to be at least partially accurate. I note the Supplier had multiple sites in different countries through which it conducted sales of the fractional product. This includes sites abroad such as Tenerife and the site at which Mr and Mrs R had purchased their Fractional Membership in July 2014. It is possible that different materials were used in different ways at different sites by different sales teams.

I note SC does not say in her witness statement that the slides were never used in training – she refers to them not having been used to sell the fractional product to customers. So, I think it remains plausible, notwithstanding the witness statements referred to, that the September 2012 slides were used in some capacity within the Supplier's business, be it in the training of sales representatives or in sales presentations to potential customers.

Secondly, in relation to the other documents I asked the Lender about following my PD, they provided a witness statement from PP, a sales representative for the Supplier and a witness statement from RW, the Director of EU Sales Operations for the Supplier, both of which I've considered.

I note that in relation to the 'Fractional Sales Logic – 2013' document, RW said this was developed by an individual ('JA') who was a sales representative in Spain. And, that it wasn't used as a training document and wasn't used in sales presentations. RW also says JA wasn't part of the team responsible for developing the formal documentation to be used in

training or sales presentations. But RW doesn't explain why a sales representative would develop such a document with that being the case or provide any assurance that the document wasn't shared at least informally with other sales representatives, for example. RW only says that JA had been "*trying to be helpful*". The document provides a comparison between fractional ownership and owning a holiday home including advice to sales representatives about what they should tell consumers including the phrase "real estate" and "the fractions should be compared to the purchase of a second home". I think this demonstrates that there was a risk that sales representatives could and would draw such comparisons, despite any training they may have been given not to – such that the governance principles and paperwork might not have been quite enough to mitigate this.

And while the Supplier's centralised training documents and policies may have emphasised compliance with Regulation 14(3), it's important to consider what happened in each individual case.

Ultimately, however, I don't think the outcome of this complaint turns on how the September 2012 slides or these other documents were used. And that's because I think Mr and Mrs R's own testimony is sufficient evidence that, at least on the specific occasion the Supplier sold them Fractional Membership, it went beyond simply describing how the sale of the Allocated Property worked, and strayed into discussion of the financial return they would receive, including that they would make a profit. As I noted in my PD, Mr and Mrs R have said in writing (separately to the Letter of Complaint), in their own words "*we were told this would bring a profit at the end of the contract*". In my PD, I also highlighted how the nature of the purchase, namely that Mr and Mrs R only obtained a relatively small increase in holiday rights, contributed to my findings about how the Supplier had likely marketed the product to Mr and Mrs R, and also their motivations for going ahead with it (which I've expanded on further below).

If it is the case that the Supplier did market Fractional Membership to Mr and Mrs R in the way they've described, then I think this falls within the definition of investment I set out in my PD and constitutes a breach of Regulation 14(3) of the Timeshare Regulations by the Supplier when it sold the Fractional Membership to Mr and Mrs R.

I have read and considered the Lender's concerns about Mr and Mrs R's testimony and having done so, these appear to be similar to the concerns it expressed prior to my PD which I've already addressed. I don't think the Lender has said much new regarding Mr and Mrs R's testimony following my PD, other than a comparison between the 'lack of focus' of the Letter of Complaint and Mr and Mrs R's later testimony and some more general concerns about the involvement of professional representatives and the potential influence of wider publicity about timeshares in the media.

I think the Lender is restating its view that either the original Letter of Complaint or the later testimony, or both, are not representative of Mr and Mrs R's concerns about how the Supplier sold Fractional Membership to them. The Lender has questioned how Mr and Mrs R could possibly have signed off on the Letter of Complaint, given the different way they had articulated their concerns, or whether they even did so. The Lender's broader concerns about the PR's business practices which come across in their response to my PD are ultimately matters which fall outside the scope of this individual complaint. While I acknowledge the Lender has these concerns, it doesn't mean that Mr and Mrs R's complaint is invalid. So, while it may be relevant to a discussion of the PR's business practices or whether it gave a proper voice to Mr and Mrs R's concerns, I don't think the point the Lender has made is particularly relevant to whether or not Mr and Mrs R's testimony can be relied on.

I acknowledge the points the Supplier has made about the telephone call Mrs R had with our Investigator. In particular, that Mrs R did not specifically mention being led to believe by the Supplier at the Time of Sale that they would make a profit. But, they did say this handwritten in their own words in the aforementioned letter they sent to the PR in March 2017. I acknowledge that the Supplier has questioned what the purpose of this letter was, but I have no reason to think the letter wasn't written by Mr and Mrs R or that it isn't a genuine reflection of their recollections from the Time of Sale.

I acknowledge that the Supplier has highlighted that Mr R wrote to them after the complaint was made to the Lender to ask to exit the membership due to Mrs R's health issues. A few months later, in May 2017, Mrs R then returned the signed surrender letter and the membership was then relinquished. The Supplier refers to a phone call between them and Mrs R in November 2017 where there seems to have been some confusion around this as Mrs R called to ask who had surrendered the membership and referred to paying money to an organisation (seemingly the PR) to do so. Later, in May 2019, Mrs R called the Supplier again to ask if the membership had been 'cancelled' and asked if they can get any money back at all from their membership. The Supplier says they told Mrs R the membership had been cancelled but she would not be getting any money back.

The Supplier says these subsequent events show the 'disconnect' between Mr and Mrs R and their PR. And I acknowledge that there seems to have been some confusion at various points and the PR was perhaps not communicating clearly with Mr and Mrs R about what was happening with their membership. But, again, while it may be relevant to a discussion of the PR's business practices, I don't think the point the Supplier has made is particularly relevant to whether or not Mr and Mrs R's testimony (provided before the above occurred) can be relied on.

Similarly, I don't think it's of particular relevance that Mr and Mrs R were using their membership and stopped doing so shortly before making the complaint, and that they ended up relinquishing it shortly after – I think this likely only reflects their unhappiness which led to the complaint (which the Lender appears to agree with in their submissions) and again isn't particularly relevant to whether their testimony can be relied on.

So, I remain of the view, on balance, that their testimony is likely to be a genuine reflection of their recollections from the Time of Sale.

The Lender says I attached little weight to the other reasons given by Mr and Mrs R for entering into the purchase referred to in their testimony. The Lender also says, as I noted in my PD, that the Supplier's breach of Regulation 14(3) had to be material to Mr and Mrs R's purchasing decision in order for the credit relationship between them and the Lender to have been rendered unfair. The Lender says I reversed the burden of proof when arriving at my conclusions here, taking issue with a particular paragraph in which I said I didn't find Mr and Mrs R implausible or hard to believe when they say they were told that by buying fractional points, they would *"end up with a property which was theirs' i.e. have some form of ownership of the complex and that 'this would bring a profit at the end of the contract'."*

I think the reference to that paragraph is likely an error, or mis-reading of my PD on the part of the Lender. I say this because that part they have quoted is from the section of my PD where I addressed whether I thought the Supplier breached Regulation 14(3), not the section where I addressed whether the breach was material to their purchasing decision and whether the credit relationship was unfair.

But in any event, I don't accept the Lender's overall point here, and I don't think it's taken sufficient account of the following paragraphs of my PD where I said the following:

*“On my reading of Mr and Mrs R’s evidence, the prospect of a financial gain from Fractional Membership was an important and motivating factor when they decided to go ahead with their purchase.*

*Again, the Lender says that because Mr and Mrs R purchased an additional 2,000 fractional points and gained additional holiday rights as a result, they were likely interested in holidays – which is not surprising given the nature of the product at the centre of this complaint and the fact that they had been long-standing European Collection members by the time they purchased Fractional Membership. But if increasing their holiday rights was the only or even the main reason they made the purchase, I don’t understand why they would not have simply increased their European Collection points again in the same way they had done before.*

*The Lender says that Mr and Mrs R likely wanted to purchase Fractional Membership due to the shorter membership term and the Lender points to some of the comments above in both the Letter of Complaint and Mr and Mrs R’s handwritten letter to support this.*

*I recognise that Fractional Club membership offered Mr and Mrs R a shorter membership term than the European Collection. But I’m not persuaded that it was that aspect of Fractional Membership that motivated their move to it rather than their share in the Allocated Property. I say that because Mr and Mrs R could have simply continued to holiday as European Collection members knowing (in all likelihood) that Mrs R was 14 years or so from turning 75 and that they were likely to have been able to surrender their European Collection membership under Diamond’s policy on exceptional circumstances<sup>5</sup> without having to pay over £26,000 to benefit from a shorter membership term.*

*As Mr and Mrs R say (plausibly in my view) that Fractional Club membership was marketed and sold to them at the Time of Sale as something that offered them more than just holiday rights, on the balance of probabilities, I think their purchase was motivated by their share in the Allocated Property and the possibility of a profit. After all, as I’ve said before, the reality was that, as Mr and Mrs R already had the majority of the holiday rights to which they were entitled under the Purchase Agreement the principal benefits to them of moving to Fractional Membership were its investment elements i.e., the share in the net sale proceeds of the Allocated Property and the potential financial returns from the FWTR Programme. And with that being the case, I think the Supplier’s breach of Regulation 14(3) was material to the decision they ultimately made.”*

I also note that earlier in their submissions the Lender takes issue with the contents of the Letter of Complaint and questions its credibility. But when addressing this point, the Lender then seeks to rely on what the Letter of Complaint says in support of its view that the credit relationship was fair, which to me, is somewhat contradictory. The section of my PD that I’ve quoted above sets out clearly, in my view, why I found provisionally that the Supplier’s breach of Regulation 14(3) was material to Mr and Mrs R’s purchasing decision and therefore rendered their credit relationship with the Lender unfair. I’ve seen no reason to depart from those provisional findings, and it follows that my findings and conclusions remain the same on this point.

As outlined above, I have read and considered the judgments on *Gallagher v Diamond Resorts (Europe) Limited* and *Brown v Shawbrook Bank Limited* (18 June 2021, unreported) and the associated documents provided. However, those cases were each decided by the

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<sup>5</sup> Set out in the EC Relinquishment Fact Sheet.

judge on their own facts and circumstances, and it does not change my own findings that, on balance, Mr and Mrs R's sale did breach Regulation 14(3).

So, overall, given the facts and circumstances of this complaint, I think the Lender participated in and perpetuated an unfair credit relationship with Mr and Mrs R under the Credit Agreement and related Purchase Agreement for the purposes of Section 140A. I therefore remain of the view that it is fair and reasonable that I uphold this complaint.

### **Fair Compensation**

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Having found that Mr and Mrs R would not have agreed to purchase Fractional Membership at the Time of Sale were it not for the breach of Regulation 14(3) of the Timeshare Regulations by the Supplier (as deemed agent for the Lender), and the impact of that breach meaning that, in my view, the relationship between the Lender and the Consumer was unfair under section 140A of the CCA, I still think it would be fair and reasonable to put them back in the position they would have been in had they not purchased the Fractional Membership, and therefore not entered into the Credit Agreement. This is on the proviso that Mr and Mrs R agree to assign to the Lender their Fractional Points or hold them on trust for the Lender if that can be achieved.

My views on what would constitute fair compensation are slightly different to those expressed in my provisional decision. And that's because I'm mindful of the fact that, had Mr and Mrs R not gone ahead with their purchase of the Fractional Membership, they'd have 2,000 less points in their previous European Collection membership with the Supplier. They'd have been able to take holidays using these points, and would have needed to pay management charges in relation to them, but these would likely have been slightly less than they paid under the Fractional Membership. So, that needs to be taken into account.

Here's what needs to be done to compensate Mr and Mrs R with that being the case – whether or not a court would award such compensation:

- (1) The Lender should refund Mr and Mrs R's repayments to it under the Credit Agreement, including any sums paid to settle the debt, and cancel any outstanding balance if there is one.
- (2) In addition to (1), the Lender should also refund the difference between Mr and Mrs R's Fractional Membership annual management charges paid after the Time of Sale and what their European Collection annual management charges would have been had they not purchased Fractional Membership.
- (3) The Lender can also deduct:
  - i. The value of any promotional giveaways that Mr and Mrs R used or took advantage of; and
  - ii. The market value of the holidays\* Mr and Mrs R took using their Fractional Points *if* the Points value of the holiday(s) taken amounted to more than the total number of European Collection Points they would have been entitled to use at the time of the holiday(s) as ongoing European Collection members. However, this deduction should be proportionate and relate only to the additional Fractional Points that were required to take the holiday(s) in question. For example, if Mr and Mrs R took a holiday worth 2,550 Fractional Points and they would have been entitled to use a total of 2,500 European Collection Points at the relevant time, any deduction for the market value of that holiday should relate only to the 50 additional Fractional Points that were required to take it. But if they would

have been entitled to use 2,600 European Collection Points, for instance, there shouldn't be a deduction for the market value of the relevant holiday.

(I'll refer to the output of steps 1 to 2 as the 'Net Repayments' hereafter)

- (4) Simple interest\*\* at 8% per annum should be added to each of the Net Repayments from the date each one was made until the date the Lender settles this complaint.
- (5) The Lender should remove any adverse information recorded on Mr and Mrs R's credit files in connection with the Credit Agreement reported within six years of this decision.
- (6) If Mr and Mrs R's Fractional Membership is still in place at the time of this decision, as long as they agree to hold the benefit of their interest in the Allocated Property for the Lender (or assign it to the Lender if that can be achieved), the Lender must indemnify them against all ongoing liabilities as a result of their Fractional Membership.

\*I recognise that it can be difficult to reasonably and reliably determine the market value of holidays when they were taken a long time ago and might not have been available on the open market. So, if it isn't practical or possible to determine the market value of the holidays Mr and Mrs R took using their Fractional Points, deducting the relevant annual management charges (that correspond to the year(s) in which one or more holidays were taken) payable under the Purchase Agreement seems to me to be a practical and proportionate alternative in order to reasonably reflect their usage.

\*\*HM Revenue & Customs may require the Lender to take off tax from this interest. If that's the case, the Lender must give the consumer a certificate showing how much tax it's taken off if they ask for one.

### **My final decision**

I uphold Mr and Mrs R's complaint against Shawbrook Bank Limited and direct it to work out and pay fair compensation as outlined above.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr R and Mrs R to accept or reject my decision before 10 April 2025.

Fiona Mallinson  
**Ombudsman**