

The complaint

Mr M complains that Bamboo Limited didn't provide him with the support it should have when he went through a period of depression and had problems with gambling. He wants the interest on his loan refunded.

What happened

Mr M was provided with a £6,000 loan by Bamboo in September 2022. He was required to make monthly repayments of around £243.

Mr M said that Bamboo didn't provide him with the support it should have when he experienced mental health issues and was gambling.

Bamboo issued a final response dated 23 June 2023. It said that it had records of only two calls with Mr M. The first call was on 31 March 2023 when the servicing team called Mr M to discuss his account as the first attempt of payment had failed. The payment was successfully taken during the second attempt on that day. The second call was on 12 June 2023 when Mr M raised his complaint. It said it had no other records of Mr M telling it about the issues he was experiencing.

Mr M referred his complaint to this service. He then also raised a complaint about the loan being lent irresponsibly which is being dealt with separately.

Our investigator said that there was no evidence that Mr M had made Bamboo aware of the issues he was experiencing while his loan was active. He noted that the loan was settled on 12 June 2023 through an online payment and Mr M raised his complaint about the lack of support on the same day. Given there was nothing to show that Bamboo was aware of Mr M's circumstances he didn't find it had acted unfairly and so he didn't uphold this complaint.

Mr M didn't agree with our investigator's view.

As a resolution hasn't been agreed, this complaint has been passed to me, an ombudsman, to issue a 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.

This decision relates to Mr M's complaint about Bamboo not providing him with the support it should have when he was experiencing mental health and gambling issues following a bereavement. Mr M's complaint about the loan being provided irresponsibly is being dealt with separately.

I am sorry to hear of the difficult time Mr M has experienced but for me to say that Bamboo was required to take further action or provide Mr M with additional support, I would need to be satisfied that he had let Bamboo know about his circumstances.

Bamboo has said that it had no record of Mr M getting in touch during the loan period to tell it about his bereavement or that he was suffering from depression and facing challenges related to gambling. It has provided copies of the two calls that it has. The first was a voicemail message left on 31 March 2023 about a failed payment attempt. The second call was from 12 June 2023 when Mr M informed Bamboo that he had repaid the loan and wanted to raise a complaint about the lack of support he had received. As the first mention of the lack of support and the bereavement Mr M had suffered was on the day he repaid the loan, I cannot say that Bamboo was aware while the loan was active that he needed additional support.

I have looked through Mr M's transaction history for the loan, and aside from the failed payment noted above (which was successfully made on the second attempt) he maintained his payments. So, I do not find that Bamboo should have been aware that he was struggling based on his account management.

As no further evidence has been provided to show that Mr M made contact with Bamboo to ask for support or to inform it of his circumstances, I do not find I can say that Bamboo was required to do anything differently in this case. Because of this I do not uphold this complaint.

My final decision

My final decision is that I do not uphold this complaint.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr M to accept or reject my decision before 27 June 2025.

Jane Archer
Ombudsman