

The complaint

Mr B complains about how Lendable Ltd treated him when he was in financial difficulties.

What happened

Mr B had a credit card account with Lendable. He says he was on a payment plan for a long time and contacted it in November 2024 to ask if it could provide him with a figure to settle the account as he was struggling financially. Lendable responded to Mr B and explained the process for partial settlement requests – and asked for a response from Mr B in order for it to be able to assess what to do.

Mr B complains that when he requested a partial settlement figure from Lendable, they took a long time to get back to him and didn't show him any compassion. He says it didn't send him offers and it didn't answer his query. It then took Lendable a long time to answer his complaint. Overall the situation has caused him stress and he says it has had a financial impact on him.

Lendable upheld Mr B's complaint in part and paid him £25 for a delay in it responding to his complaint. But overall, it didn't think it had done anything wrong. It explained it had followed the correct process when considering Mr B's request for a partial settlement, and it had offered a payment plan as an alternative.

An Investigator considered what both parties had said but they didn't uphold Mr B's complaint. The Investigator felt that Lendable had acted fairly in considering Mr B's request for a partial settlement.

Mr B didn't agree with the Investigator's view, and so the complaint has been passed to me to decide on the matter.

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 available to me, I've decided not to uphold Mr B's complaint.

When a firm, like Lendable, is aware of its customer being in financial difficulties, it must treat them positively and sympathetically. In this case, I'm persuaded that Lendable did this.

There is no requirement for Lendable to accept a settlement offer. And before it can do this, it isn't unreasonable of it to have asked Mr B for additional information before it considered his request. I can see that Lendable asked Mr B for a new income and expenditure assessment, as it had been more than six months since the last one was completed. And it asked Mr B for the last three months of his bank statements. Neither of these were provided by Mr B, and so I don't think it was unreasonable of Lendable to have not considered Mr B's request further.

I can understand why Mr B felt he was going round in circles with Lendable, as I can see

there was some back and forth over email. But ultimately, Lendable kept asking for the same information that Mr B wasn't providing, in order for it to consider his request for a partial settlement. This wasn't unreasonable.

Overall, I don't think Lendable has done anything wrong here. It asked reasonable questions to consider Mr B's request for a partial settlement, and considered other options, such as a payment plan, when it didn't receive the information it needed. I'm persuaded it has treated Mr B positively and sympathetically in the circumstances and so I won't be asking it to do anything more for Mr B.

My final decision

For the reasons set out above, I don't uphold Mr B's complaint.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr B to accept or reject my decision before 22 July 2025.

Sophie Wilkinson
Ombudsman