

## **Complaint**

Mr G complains that CA Auto Finance UK Ltd (then trading as “FCA Automotive” Services UK Ltd) unfairly entered into a hire-purchase agreement with him. He’s said the monthly payments were unaffordable and he struggled to meet them which pushed him into unmanageable debt.

## **Background**

In June 2019, FCA Automotive provided Mr G with finance for a used car. The cash price of the vehicle was £14,000.00. Mr G didn’t pay a deposit and applied for finance to cover the whole amount of the purchase. FCA Automotive accepted his application and entered into a hire-purchase agreement with him.

The hire-purchase agreement had a term of 48 months, interest, fees and total charges of £3,326.21 (made up of interest of £3,027.21 and an option to purchase fee of £299) and the total amount to be repaid of £17,326.21 was due to be repaid in 47 monthly payments of £252.43 followed by an optional final monthly payment of £5,462.00 which Mr G needed to pay if he wanted to keep the car.

In August 2024, Mr G complained that the payments to this hire-purchase agreement were unaffordable and so the finance should never have been provided to him. FCA Automotive looked at the complaint and didn’t uphold it. FCA Automotive said that the checks it completed before it entered into the agreement confirmed that the finance was affordable and so it was reasonable to lend.

Mr G’s complaint was considered by one of our investigators. He thought that reasonable and proportionate checks ought to have led FCA Automotive to realise that it shouldn’t have lent to Mr G. So he recommended that Mr G’s complaint should be upheld.

FCA Automotive disagreed with our investigator and the complaint was passed to an ombudsman for review.

## **My findings**

I’ve considered all the available evidence and arguments to decide what’s fair and reasonable in the circumstances of this complaint.

We’ve explained how we handle complaints about irresponsible and unaffordable lending on our website. And I’ve used this approach to help me decide Mr G’s complaint.

Having carefully thought about everything I’ve been provided with, I’m upholding Mr G’s complaint and directing FCA Automotive to pay him compensation. I’ll explain why in a little more detail.

FCA Automotive needed to make sure that it didn’t lend irresponsibly. In practice, what this means is that FCA Automotive needed to carry out proportionate checks to be able to understand whether Mr G could make his payments in a sustainable manner before

agreeing to lend to him. And if the checks FCA Automotive carried out weren't sufficient, I then need to consider what reasonable and proportionate checks are likely to have shown.

Our website sets out what we typically think about when deciding whether a lender's checks were proportionate. Generally, we think it's reasonable for a lender's checks to be less thorough – in terms of how much information it gathers and what it does to verify that information – in the early stages of a lending relationship.

But we might think it needed to do more if, for example, a borrower's income was low, the amount lent was high, or the information the lender had – such as a significantly impaired credit history – suggested the lender needed to know more about a prospective borrower's ability to repay.

*Were the checks that FCA Automotive carried out before lending to Mr G reasonable and proportionate?*

FCA Automotive says it agreed to Mr G's application after it completed an income and expenditure assessment on him. During this assessment, Mr G provided details of his monthly income which it said it cross checked against the information from credit reference agencies on the amount of funds going into his main bank account each month.

FCA Automotive says it also carried out credit searches on Mr G which showed some outstanding balances. But when reasonable repayments to the amount Mr G already owed and the monthly payment for this agreement, were deducted from his monthly income, he had sufficient funds to meet his living costs and other reasonable expenses. On the other hand, Mr G says he was already struggling at the time and that these payments were unaffordable.

I've carefully thought about what the parties have said. I think it's worth me explaining that simply obtaining information about a borrower will not, on its own, mean that a lender carried out a borrower focused assessment of the borrower's ability to sustainably repay a loan.

Indeed I'm concerned that FCA Automotive appears to have placed a great deal of weight on the fact that its income checking returned a positive result. However, I don't think that the check used returning a result suggesting that Mr G's declaration wasn't inaccurate in itself demonstrates the agreement was affordable as FCA Automotive suggests. Neither does the fact that Mr G may have been on the voters roll either.

Indeed, while I accept that Mr G may not have had any defaulted accounts or missed payments recorded against him, I note that FCA Automotive's credit check suggested that Mr G had a high indebtedness score. FCA Automotive's own information also appears to indicate that this high indebtedness score was because he had one credit card at its limit and others that were high.

In these circumstances, I don't think it was reasonable for FCA Automotive to proceed with this application without getting an understanding of Mr G's living expenses. In my view, Mr G using a high proportion of his revolving credit balances meant that it wasn't reasonable for FCA Automotive to assume that he would have enough left over once the payments to this agreement were combined with his payments to his existing credit commitments and then deducted from his validated income.

To be clear, I'm not saying that the checks FCA Automotive carried out will never be enough, or that I have disregarded what it did do. It's the fact that it ought to have been concerned by what it learnt about Mr G and in particular his high indebtedness in itself was an indicator

that what he would have left over may not have been enough to meet his other committed expenditure.

FCA Automotive could have found out about Mr G's living expenses by asking for information such as bank statements or copies of bills. And when it obtained this information it needed to properly scrutinise it and ensure Mr G did have enough funds to be able to make the payments. As I can't see that FCA Automotive did do anything further to find out about Mr G's living expenses, I find that it didn't complete reasonable and proportionate affordability checks before entering into this hire-purchase agreement with him.

*Would reasonable and proportionate checks have indicated to FCA Automotive that Mr G was unable to sustainably make the monthly repayments to his hire-purchase agreement?*

As proportionate checks weren't carried out before FCA Automotive entered into this agreement with Mr G, I can't say for sure what they would've shown. So I need to decide whether it is more likely than not that a proportionate check would have told FCA Automotive that it was unfair to enter into this agreement with Mr G.

Mr G has provided us with evidence of his financial circumstances at the time he applied for the finance. Of course, I accept different checks might show different things. And just because something shows up in the information Mr G has provided, it doesn't mean it would've shown up in any checks FCA Automotive might've carried out.

But in the absence of anything else from FCA Automotive showing what this information would have shown, I think it's perfectly fair and reasonable to place considerable weight on it as an indication of what Mr G's financial circumstances were more likely than not to have been at the time.

To be clear, I've not looked at Mr G's bank statements and the other information he's provided because I think that FCA Automotive ought to have obtained this before lending to him. I've consulted this information because it is readily available at this stage and it contains the information I now need to reconstruct the proportionate check FCA Automotive should have but failed to carry out.

Mr G's bank statements show that he was receiving an amount roughly equivalent to what he declared (and the amount FCA Automotive validated) each month. However, it's clear that his monthly living costs took up a significant proportion of his salary. When these payments are combined with what Mr G already had to pay to his credit commitments and then deducted from what he received each month, it is clear that he didn't have much left over.

Given what I've been provided with indicates Mr G was already struggling to meet his existing commitments and was already taking on additional credit, I'm satisfied that Mr G simply wasn't in a position to make the monthly payments to this agreement. This especially as he would also incur other reasonable associated running costs for this vehicle such as petrol, tax and insurance.

So I'm satisfied that Mr G simply didn't have the funds necessary to make the monthly payments to this agreement, without having to borrow further, or it having a significant adverse impact on his financial position.

Overall and having carefully considered everything, I'm satisfied that reasonable and proportionate checks would have alerted FCA Automotive to the fact that Mr G wasn't in a position to sustainably make the payments to this agreement. And it therefore follows that I find that Mr G wasn't in a position to take on this commitment, FCA Automotive shouldn't have lent to him and that it now ought to put things right.

In reaching my conclusions, I've also considered whether the lending relationship between FCA Automotive and Mr G might have been unfair to Mr G under s140A of the Consumer Credit Act 1974.

However, I'm satisfied that what I direct FCA Automotive to do below results in fair compensation for Mr G given the overall circumstances of his complaint. I'm also satisfied that, based on what I've seen, no additional award is appropriate in this case.

### **Fair compensation – what FCA Automotive needs to do to put things right for Mr G**

The information I've been provided with indicates that Mr G's account has already been settled. As this is the case, I'm satisfied that it would be fair and reasonable in all the circumstances of the case for FCA Automotive to put things right for Mr G by:

- refunding any and all interest, fees and charges he paid as a result of this agreement;
- adding interest at 8% per year simple on any refunded payments from the date they were made by Mr G to the date of settlement†
- removing any and all adverse information it may have recorded on Mr G's credit file as a result of this agreement.

† HM Revenue & Customs requires FCA Automotive to take off tax from this interest. FCA Automotive must give Mr G a certificate showing how much tax it has taken off if he asks for one.

### **My final decision**

For the reasons given above, I'm upholding Mr G's complaint. CA Auto Finance UK Ltd should put things right for Mr G in the way I've directed it to do so above.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr G to accept or reject my decision before 4 August 2025.

Jeshen Narayanan  
**Ombudsman**