

## **The complaint**

Mrs D has complained there were delays in Creation Consumer Finance Ltd processing her loan application. This meant she had to reapply, and her application was then declined.

## **What happened**

Mrs D applied for a loan with Creation, and indications were it would be accepted. However, Creation asked for further information, and then there were issues accessing the documentation to sign - leading to the application 'timing out'. Mrs D was told she'd need to reapply, but when she did, her application was declined.

Creation apologised, and offered Mrs D £200 compensation. It also said it would remove the credit searches from her credit file.

Our investigator thought this was fair. Mrs D disagreed, and also explained that Creation didn't update her credit report in a timely manner, which affected her ability to apply for further credit.

The complaint's now been passed to me.

## **What I've decided – and why**

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

I can see the matter has understandably been very frustrating for Mrs D. It's clear that there were delays, which weren't her fault, that led to the loan 'timing out'. But I don't think it would be right to now require Creation to give Mrs D this loan (or a loan on the same terms). This is because, when she did reapply, she didn't meet the criteria. I think it would be wrong for a loan to be given in such circumstances. This is particularly so if the concern was affordability, as it could cause problems for the future.

So, I think £200 is fair compensation, to address the disappointment and loss of expectation suffered. I can also see that Creation removed the searches from Mrs D's credit file, which I agree was fair. There were delays with this, but overall, I think the £200 compensation is fair to also address this. I'm aware Creation didn't include the credit file issue in calculating the £200, but I'm satisfied it's in line with what I'd have awarded.

## **My final decision**

For the reasons given above, it's my final decision that the £200 offered by Creation Consumer Finance Ltd is fair. I leave it to Mrs D to decide whether to accept this, if she hasn't already.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mrs D to accept or reject my decision before 1 September 2025.

Elspeth Wood  
**Ombudsman**