

The complaint

Miss W complains that My Finance Club Limited, trading as MyFinanceClub.com lent to her irresponsibly.

What happened

Miss W took one loan for £400 on 30 November 2023, repayable after 61 days. Miss W agreed to make one payment of £595.20 on 30 January 2025. In July 2025 Miss W had repaid around £48 through a debt management plan (DMP) arranged through a third party.

Miss W informed My Finance Club about her mental health issues in January 2025 and asked for the loan to be written off. Interest and communications were suspended. In March 2025 Miss W complained and received My Finance Club's final response letter (FRL) in May 2025.

After the complaint had been referred to the Financial Ombudsman one of our investigators considered it and thought that My Finance Club had done enough checks for the £400 loan. Miss W disagreed and sent a list of the loans she'd taken out in the previous two years and has asked that the complaint be looked at again.

The unresolved complaint was passed to me to decide. I was sorry to read of the physical and financial pressures Miss W has experienced.

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.

We've set out our general approach to complaints about unaffordable or irresponsible lending on our website, and I've taken this into account in deciding Miss W's case.

I've decided the credit was provided fairly because:

- I think the checks My Finance Club did before providing the credit were reasonable and proportionate given the credit limit it offered and what it knew about Miss W's financial situation. It checked Miss W's income and verified it directly with her bank as £2,700 a month after tax.
- My Finance Club's checks relating to Miss W's credit situation showed the cost of her mortgage, the other accounts she had open and that most were being repaid well. One had some late payments between 4 and 8 months before she applied to My Finance Club. One noticeable element was that Miss W had taken four loans and a new credit card in relatively quick succession since 15 October 2024. Considering this was an application made late November 2024 then that is a quick uptake. But, there were no issues showing in the credit file and although this may be frustrating for Miss W to read, My Finance Club did the right checks.
- There were no indicators to suggest that Miss W was having trouble with her finances or other external issues. The loan was for a relatively low amount and for a short period.

- The Income and Expenditure (I&E) figures set out in its FRL show that the full cost was expected to have been spread as a budget for Miss W across two months, with a very small additional payment in the third. And considering the figures it had obtained from Miss W and its own research, this seemed satisfactory.
- Based on the information My Finance Club gathered and what it knew about Miss W's circumstances, there was nothing to suggest Miss W was likely unable to sustainably repay what she was being lent.
- I've read that Miss W is in a DMP and is slowly repaying the debt and that My Finance Club has not been adding interest or contacting her. I don't think My Finance Club acted unfairly in any other way.

This all means I don't think My Finance Club did anything wrong when it provided the loan to Miss W. And although Miss W has asked that the capital be written off, as I've decided that the loan was not lent irresponsibly then I am not going to ask My Finance Club to do that.

I've also considered whether the relationship might have been unfair under s.140A of the Consumer Credit Act 1974. However, for the reasons I've already given, I don't think My Finance Club lent irresponsibly to Miss W or otherwise treated her unfairly. I haven't seen anything to suggest that s.140A or anything else would, given the facts of this complaint, lead to a different outcome here.

I know this isn't the outcome Miss W hoped for. But for the reasons above, I'm not asking My Finance Club to do anything to put things right.

My final decision

My final decision is that I'm not upholding Miss W's complaint about My Finance Club.

Under the rules of the Financial Ombudsman Service, I'm required to ask Miss W to accept or reject my decision before 18 February 2026.

Rachael Williams
Ombudsman