

The complaint

Fluro Capital Limited provided Mr G with a £10,000 loan in December 2022, and it had a term of 60 months. The total amount payable was £14,227.26 with monthly repayments of £237.12. Mr G says the loan was provided irresponsibly.

What happened

The details of this complaint are well-known to both parties, so I won't repeat them again here. The facts aren't in dispute, so I'll focus on giving the reasons for my 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.

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 Mr G's case.

I've decided the loan was provided fairly because:

- I don't think the checks Fluro did before providing the loan were reasonable and proportionate given the amount Mr G wanted to borrow and what they knew about his financial situation.
- If Fluro had done proportionate checks, I don't think it's likely these would have shown it was unfair to provide Mr G with the loan.
- Based on the information Mr G has provided about his circumstances at the time, and because he told Fluro the loan was for debt consolidation, there was nothing to suggest Mr G was likely to be unable to sustainably repay what he was being lent.
- I don't think Fluro acted unfairly in any other way.

This means I don't think Fluro did anything wrong when it approved Mr G's loan.

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 Fluro lent irresponsibly to Mr G or otherwise treated him 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 Mr G hoped for. But for the reasons above, I'm not asking Fluro to do anything to put things right.

My final decision

My final decision is that I don't uphold Mr G's complaint about Fluro Capital Limited.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr G to accept or reject my decision before 21 October 2025.

Sarrah Turay
Ombudsman