

The complaint

Mr D complains that Lendable Ltd (Lendable) mis-sold him a credit card account. He is unhappy that he's not able to transfer his balance to another card.

What happened

Mr D complains that Lendable mis-sold him a credit card. He says the account was promoted with an interest free offer, however once the promotional offer ended, it restricted his ability to make further balance transfers and imposed significant interest charges. Mr D believes the account was designed to disadvantage consumers with poor credit scores, which he feels unfairly targets financially vulnerable individuals.

To resolve things Mr D says he wants Lendable to clear the balance and close the account. Mr D also wants compensation for the difficulties he experienced in contacting Lendable, being given incorrect information by agents, and the setbacks this caused in his efforts to become debt-free.

In July 2025, Lendable issued their final response to Mr D's complaint. In summary it said Mr D was able to transfer his credit card balance to another card, and the process depends on the compatibility of the other credit card provider, but it accepted Mr D was given incorrect information during a conversation with one of their agents. It also confirmed Mr D had completed a balance transfer from that credit card in December 2024.

To recognise the incorrect information being provided to Mr D, Lendable paid him £25 in compensation to his card account.

Unhappy with their decision, Mr D brought his complaint to our service where it was passed to one of our Investigators to look into.

Our investigator recommended that Mr D's complaint should not be upheld. In summary, the Investigator didn't think Lendable had done anything wrong. He was persuaded Lendable hadn't prevented Mr D from making any balance transfers and that it was likely compatibility issues which prevented previous transfers from going through. The Investigator also considered that Lendable responded in a timely manner, addressed Mr D's concern and didn't think the balance transfer issues were related to any limit increases.

Mr D didn't accept this recommendation and asked that his complaint be referred to an ombudsman for a final 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.

In considering what is fair and reasonable, I've thought about all the evidence and information provided afresh and the relevant law and regulations, regulators' rules, guidance

and standards, codes of practice and (where appropriate) what I consider to have been good industry practice at the relevant time.

In his complaint form, Mr D told us that he believed the credit card was mis sold to him because he wasn't able to make a balance transfer following the end of his promotional rate. Mr D said he believe he's been enticed into a high interest account which he can't leave.

I would consider a misrepresentation to have taken place if Mr D was told a false statement of fact, that induced him into taking the credit card when he otherwise would not have.

Mr D provided evidence from another credit card provider which stated that balance transfers can't be processed on his Lendable card, and it was likely an issue with Lendable. Mr D also provided a screen print of a declined balance transfer from a different credit card provider.

As part of their file submission, Lendable provided the terms of the agreement for the card which advised that balance transfers are available on it. They also provided evidence that Mr D had completed a balance transfer in December 2024, onto his Lendable card.

Lendable also advised that there may be compatibility issues with other card providers and in that case, they could provide an alternative method, however that would also depend on the new card provider being able to process a payment in that way.

So having considered all the evidence provided, although I acknowledge Mr D had issues with transferring his credit card balance from Lendable to a couple of other credit card providers, I'm satisfied that this feature is available to him. The terms of his agreement state that it's an available option and Lendable has provided evidence that a balance transfer had already been completed in December 2024.

I've seen no evidence that the increase in credit limit had impacted Mr D's attempt to complete a balance transfer, so I'm not persuaded this is an issue here.

In relation to the customer service Mr D received. Lendable has provided webchat transcripts between Mr D and themselves in June 2024 and July 2024, this is consistent with the dates Mr D provided in his complaint form. I'm satisfied from the transcripts that Lendable addressed his complaint in a reasonable timeframe and provided alternative options for him to transfer his balance to another card provider.

In relation to the incorrect information provided by one of their agents, Lendable paid Mr D £25 in compensation, and in the circumstances, I think this was a reasonable amount in recognition of the mistake they made.

My final decision

My final decision is that I don't uphold Mr D's complaint about Lendable Ltd.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr D to accept or reject my decision before 19 December 2025.

Benjamin John
Ombudsman

