

## **The complaint**

Mr S complains that he didn't receive a New Vehicle Payment (NVP) when entering into a hire agreement for a car with Motability Operations Limited ("Motability").

## **What happened**

In July 2025 Mr S applied for a hire agreement through Motability. Shortly afterwards, he complained to Motability that he hadn't been eligible for the new vehicle payment (NVP) of £750. This was a scheme run by Motability from 2022 to provide a one-time payment to help with the costs of getting a new vehicle.

Motability issued their final response letter (FRL) to his complaint shortly afterwards and didn't uphold it. They said that the deadline for applications for this payment was 3 January 2025, and as it had been July 2025 before he had applied, he wasn't eligible as the scheme had closed for new applicants.

Mr S didn't think this was fair and brought his complaint to our service. He explained that he had been delayed in his application for the mobility allowance because the Department for work and Pensions (DWP) hadn't processed his application in a timely fashion, but they'd then backdated his eligibility to 2024, so he should be eligible to be backdated for the NVP as well.

The investigator here investigated the complaint and didn't uphold it. Whilst they said they recognised that potentially DWP delays had caused Mr S to miss out on the NVP, DWP are a separate organisation to Motability, so Motability can't be expected to compensate Mr S for any delays from the DWP. The investigator explained that the scheme rules for NVP were very clear that 3 January 2025 was the deadline to apply, and as Mr S had missed the deadline, they were satisfied Motability didn't need to do anything more.

Mr S didn't accept this and asked for an Ombudsman to make 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.

Having done so, I've reached the same overall conclusions as the investigator, and for broadly the same reasons. If I haven't commented on any specific point, it's because I don't believe it's affected what I think is the right outcome. Where evidence has been incomplete or contradictory, I've reached my view on the balance of probabilities – what I think is most likely to have happened given the available evidence and wider circumstances.

In considering this complaint I've had regard to the relevant law and regulations; any regulator's rules, guidance and standards, codes of practice, and (if appropriate) what I consider was good industry practice at the time. Mr S applied for a car under a hire agreement. This is a regulated consumer credit agreement which means we're able to investigate complaints about it.

I am satisfied that the answer given to Mr S by the Investigator was correct and covered everything. Mr S hasn't said why he wanted an Ombudsman to review it or what part of the answer he disagrees with, so I'll just briefly re-iterate the important points.

Mr S has told us that the delay in him being able to apply for an agreement with Motability was down to DWP delays in processing his application. What's clear is that it wasn't down to Motability. Whilst it can feel like Motability are linked to or part of DWP, they are an entirely separate business, and as such, they introduced the NVP scheme themselves to help customers deal with the cost-of-living crisis. It was only ever intended to be a temporary offer, and they gave reasonable notice that it was ending, and applications had to be received by 3 January 2025.

I can understand how Mr S would feel frustrated when he tells us that DWP have taken time to process his application and then backdated his claim to 2024. He feels that if they'd processed it in 2024, he could have applied and received this NVP. But that doesn't mean Motability have done anything wrong.

DWP's actions are not something that Motability should be penalised for and insisting that they make this payment to Mr S would be penalising Motability for DWP's alleged delays. Motability have introduced this NVP scheme themselves and given notice that applications will close on 3 January 2025. That is a commercial decision made by Motability, and not something that our service can make a finding about more generally. I can only consider the circumstances of this specific case, and whilst I'm sorry that Mr S wasn't able to apply before this deadline, that isn't the fault of Motability.

Mr S has said he feels he's been discriminated against under the Equalities Act 2010. I've thought about this in providing this answer, but our role as a service is to provide quick and informal resolutions to disputes between businesses and consumers. I think if Mr S feels that discrimination has occurred, then the only right place to take those concerns would be to a court, so I'd remind him that if he chooses not to accept my decision here, he retains the right to take his case to court.

I won't be asking Motability to do anything more here.

### **My final decision**

I am not upholding this complaint.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr S to accept or reject my decision before 2 January 2026.

Paul Cronin  
**Ombudsman**