

The complaint

Bamboo Limited, trading as Bamboo ('Bamboo') provided Miss A with two loans – one in 2018 and another in 2019 – which she says were provided irresponsibly.

What happened

Bamboo provided Miss A with the first loan in September 2018. The loan was for £5,000 and was to be repaid by way of 60 monthly repayments of £220.07.

Bamboo then provided Miss A with a second in April 2019. The loan was for £5,843.87 and was also to be repaid over 60 months, with monthly repayments of £257.21.

Bamboo has offered Miss A a goodwill gesture of £510 which she turned down.

Miss A says both loans were provided irresponsibly.

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 considered everything, I'm not upholding Miss A's complaint about either loan. I'll explain my reasoning below:

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 A's case.

I've decided the credit was provided fairly because:

- I don't think the checks Bamboo did before providing each loan were reasonable and proportionate, given the amount being lent and the limited details of what it knew about Miss A's financial situation. In particular, I don't think the checks were sufficiently borrower-focused. There were some recent issues in her credit history and there was some information about her financial circumstances that wasn't included in each of her two applications.
- If Bamboo had done proportionate checks for the first loan, based on the evidence and information I have, I can't say it's likely these would have shown it was unfair to provide the credit. The bank statements Miss A has given us show it's likely Miss A had enough disposable income to afford the loan, although Miss A hasn't been able to respond to some of the questions we've raised to help us fully understand her typical monthly commitments and household costs.
- If Bamboo had done proportionate checks for the second loan, I again don't think it's likely these would have shown it was unfair to provide the credit to Miss A. She looks still to have had sufficient disposable income available each month to afford the new loan. However, unfortunately we don't have enough to properly establish what she was paying to meet her regular credit and household commitments.

- Based on the information Miss A has provided about her circumstances at the time of each loan, I therefore don't think there's enough to show or suggest it was likely she'd be unable to sustainably make the repayments required.
- Miss A has told us about some difficult personal circumstances she's had to deal with, both at the time of applying for each loan and in the time since then. I can see she made Bamboo aware of some - but not all - of these issues, and that Bamboo took steps to support her, including agreeing to defer several payments. She and her family were also affected by the Covid pandemic. I very much hope that things have improved for her since then. But I don't think Bamboo has acted unfairly in any other way.
- I've seen that Bamboo has made a goodwill offer. I'm not clear as to whether that offer is still available to her, but Miss A may wish to reconsider it.

This all means I don't think Bamboo acted wrongly or irresponsibly when it provided these two loans to Miss A.

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 Bamboo lent irresponsibly to Miss A 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 realise this won't be the outcome Miss A was hoping for. But for the reasons I've given, I'm not asking Bamboo to do anything more to put things right.

My final decision

My final decision is that I'm not upholding this complaint.

Under the rules of the Financial Ombudsman Service, I'm required to ask Miss A to accept or reject my decision before 11 March 2026.

Michael Goldberg
Ombudsman