

Complaint

Mr R has complained about a credit card Jaja Finance Ltd (trading as “Asda Money” Select Credit Card) provided to him.

He says that he shouldn’t have been given the credit card and that it was irresponsibly provided to him.

Background

In July 2022, Asda Money provided Mr R with a credit card which had a limit of £500. Mr R wasn’t provided with any credit limit increases.

One of our investigators reviewed what Mr R and Asda Money had told us. And she thought Asda Money hadn’t done anything wrong or treated Mr R unfairly in relation to providing the credit card.

So she didn’t recommend that Mr R’s complaint be upheld. Mr R disagreed and asked for an ombudsman to look at the complaint.

My findings

I’ve considered all the available evidence and arguments to decide what’s fair and reasonable in the circumstances of this complaint.

Having carefully considered everything, I’ve decided not to uphold Mr R’s complaint. I’ll explain why in a little more detail.

We’ve explained how we handle complaints about unaffordable and irresponsible lending on our website. And I’ve used this approach to help me decide Mr R’s complaint.

Asda Money needed to make sure it didn’t lend irresponsibly. In practice, what this means is Asda Money needed to carry out proportionate checks to be able to understand whether Mr R could afford to repay any credit it provided.

Our website sets out what we typically think about when deciding whether a lender’s checks were proportionate. Generally, we don’t think that it is necessarily unreasonable for a lender’s checks to be less detailed – in terms of how much information it gathers and what it does to verify it – in the early stages of a lending relationship.

But we might think it needed to do more if, for example, a borrower’s income was low or the amount lent was high. And the longer the lending relationship goes on, the greater the risk of it becoming unsustainable and the borrower experiencing financial difficulty. So we’d expect a lender to be able to show that it didn’t continue to lend to a customer irresponsibly.

Asda Money says it agreed to Mr R’s application after it obtained information on his income and carried out a credit search on him. And the information it obtained indicated that Mr R would be able to make the, what it considered to be, the not especially large monthly

repayment required to clear the balance that could be owed within a reasonable period of time.

On the other hand, Mr R says that he shouldn't have been lent to.

I've considered what the parties have said.

What's important to note is that Mr R was provided with a revolving credit facility rather than a loan. And this means that Asda Money was required to understand whether a credit limit of £500 could be repaid within a reasonable period of time, rather than in one go. I think it's fair to say that a credit limit of £500 did not require large monthly payments in order to clear the full amount that could be owed within a reasonable period of time.

I've seen the information Asda Money obtained from Mr R about his income and what was on the credit search carried out. Asda Money says that Mr R declared he had an annual income of £40,000.00. I understand that this is likely to have been cross checked against information from credit reference agencies and therefore, I'm satisfied that Asda Money was entitled to rely on this declaration.

The credit search showed that Mr R didn't have any significant adverse information – such as defaulted accounts or County Court Judgments – recorded against him either. Although I do accept the fact that there were a couple of late payments on the credit search information.

Furthermore, while Mr R has referred to his repayment record when he had the card, Asda Money won't have been aware of this at the time of Mr R's application. Therefore, this isn't information that Asda Money could have taken into account when making its lending decision.

For the sake of completeness, I note that Mr R has referred to using payday type loans and had balances on communications accounts. But I wouldn't expect a lender to reject an application solely on the basis that a prospective borrower was using a such credit. This is especially as the Asda Money's credit check showed that the total amount Mr R owed elsewhere at the time was low in comparison to his income.

In reaching my conclusions, I've also considered whether the lending relationship between Asda Money and Mr R might have been unfair to Mr R under s140A of the Consumer Credit Act 1974 ("CCA").

However, for the reasons I've explained, I've not been persuaded that Asda Money irresponsibly lent to Mr R or otherwise treated him unfairly in relation to this matter. And I haven't seen anything to suggest that s140A CCA or anything else would, given the facts of this complaint, lead to a different outcome here.

So overall and having considered everything I don't think that Asda Money treated Mr R unfairly or unreasonably in approving his application for a credit card. I appreciate this will be very disappointing for Mr R. But I hope he'll understand the reasons for my decision and that he'll at least feel his concerns have been listened to.

My final decision

For the reasons I've explained, I'm not upholding Mr R's complaint.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr R to accept or reject my decision before 3 February 2026.

Jeshen Narayanan
Ombudsman