

The complaint

Miss O complains that a credit card account with Jaja Finance Limited, trading as Asda Money Credit Card, is unaffordable for her and that the lending was irresponsible.

What happened

Miss O applied to Asda Money Credit card for a credit card account in February 2025 and an account was opened for her with a credit limit of £2,200. Miss O says that she complained to Asda Money Credit Card about the account in May 2025. It said that she'd provided details about her residential status, employment and annual income of £53,950 and that it used data from a credit reference agency to verify her personal details and expenditure, as well as how she managed her credit commitments, and it found a credit limit of £2,200 to be affordable so accepted her application.

Miss O wasn't satisfied with its response so referred her complaint to this service. She says that she was given a credit card when she had defaults to her name, can't afford it and feels that the lending was irresponsible and she shouldn't have been approved for the credit card. She says that she believes that Asda Money Credit Card didn't do the full checks properly before providing her with the credit.

Her complaint was looked at by one of this service's investigators who didn't recommend that it should be upheld. Her complaint was then looked at by another of this service's investigators who, having considered everything, also didn't recommend that it should be upheld. He was satisfied that the checks that Asda Money Credit Card completed were fair and reasonable and he was persuaded that it made a fair decision to lend.

Miss O hasn't accepted the investigator's recommendation and has asked for her complaint to be passed to an ombudsman. She says that she can't afford to make payments towards the credit card and has had to take more debt to cover it. She says that she doesn't earn £3,300 a month, no request was made for payslips and her bank statements, which show the state that she's in, haven't been assessed.

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.

Miss O applied to Asda Money Credit card for a credit card account in February 2025 and it has described the checks that it made. It says that Miss O had declared that she was employed with an annual income of £53,950 and that it calculated that her net monthly income would be £3,331. It says that it used data from a credit reference agency to verify Miss O's personal details and expenditure information, as well as how she managed her credit.

Asda Money Credit Card was required to make reasonable and proportionate checks to ensure that any credit to be provided to Miss O was sustainably affordable for her, before opening a credit card account. Miss O had provided Asda Money Credit Card with details of her income and it made a credit check. Miss O's declared income was £53,950 and the credit limit of the account was £2,200. I consider that the checks that Asda Money Credit Card made were reasonable and proportionate for the credit that was to be provided to Miss O. I don't consider that reasonable and proportionate checks in these circumstances would have required Asda Money Credit Card to have obtained a payslip from Miss O or to have asked for, and reviewed, her bank statements. I consider that it was fair and reasonable for it have used the income that Miss O had declared in her application.

The reasonable and proportionate checks that it had made showed that Miss O had defaulted accounts, but the most recent default was 52 months previously. As the most recent default was more than four years before her application, I don't consider that it should have prevented Asda Money Credit Card from opening a credit card account for Miss O. The credit check showed that Miss O had external debt, not including defaulted accounts, of £6,521 and it calculated that her monthly payments for her existing credit commitments were £1,852.05. Asda Money Credit Card says that it used Office for National Statistics' data and information from Miss O for her living expenses of £435 and her rent expenses of £129. I consider that it was fair and reasonable for it to have concluded from the information that it had obtained from its reasonable and proportionate checks, that a credit card account with a credit limit of £2,200 was sustainably affordable for Miss O at that time, and I consider that it made a fair and responsible lending decision.

Miss O says that she doesn't earn £3,300 each month, but I consider that it was fair and reasonable for Asda Money Credit Card to make its lending decision on the basis of the information that it had obtained from the reasonable and proportionate checks that it had made. Miss O also says that she can't afford to make payments towards the credit card and has had to take more debt to cover it. If she hasn't already done so, I suggest that she explains her financial situation to Asda Money Credit Card. It's required to respond to any financial difficulties that she's experiencing positively and sympathetically.

I've carefully considered all that Miss O has said and provided about her complaint, and I appreciate that my decision will be disappointing for her, but I'm not persuaded that there's enough evidence to show that Asda Money Credit Card has lent to her irresponsibly. Nor am I persuaded that there's enough evidence to show that Asda Money Credit Card has acted unfairly or unreasonably in any other way, including whether its relationship with Miss O might have been viewed as unfair by a court under section 140A of the Consumer Credit Act 1974.

Miss O said in her complaint form that she'd like interest and charges refunded and her credit file amended to not show any late payments and so on. Asda Money Credit Card is required to report true and accurate information about Miss O's credit card account to the credit reference agencies. I've seen no evidence to show that the information about Miss O's credit card account that Asda Money Credit Card has reported to the credit reference agencies isn't true and accurate. I find that it wouldn't be fair or reasonable in these circumstances for me to require Asda Money Credit Card to refund any interest or charges to

Miss O, to change any of the information about her account that it's reported to the credit reference agencies or to take any other action in response to her complaint.

My final decision

My decision is that I don't uphold Miss O's complaint.

Under the rules of the Financial Ombudsman Service, I'm required to ask Miss O to accept or reject my decision before 1 January 2026.

Jarrod Hastings
Ombudsman