

## The complaint

Zopa Bank Limited provided Mr T with the following loans.

	Date	Amount	Term	Monthly repayments	Status
Loan one	June 2024	£2,000	12 months	£197	Settled July 2024
Loan two	August 2024	£6,500	36 months	£265	Active

Mr T says the loans were provided irresponsibly.

## What happened

The details of this complaint are well-known to both parties, so I won't repeat them here. The facts aren't in dispute, so I'll focus on giving the reasons for my 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.

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 Mr T's case.

I've decided the credit was provided fairly because:

- I think the checks Zopa did before providing the loans were reasonable and proportionate, given the size of the loans and what it knew about Mr T's financial situation.
- Mr T declared an annual salary of £58,800 which Zopa verified to mean a net monthly income of £3,548. Mr T also declared monthly housing costs of £676.
- Zopa's checks showed that Mr T had existing unsecured debts of around £21,000 before loan one and around £22,000 when Mr T applied for loan two. There were no adverse markers reported from its credit checks.
- Zopa calculated that Mr T would be spending around £1,100 per month on existing debt.
- Taking all the above into account, and using statistical data to estimate a monthly cost of living, Zopa was satisfied that Mr T would have sufficient disposable income remaining to be able to afford the repayments for these loans.
- I have reviewed the evidence relating to the figures quoted above and completed an affordability assessment. Having done so I am comfortable that Zopa took a reasonable approach. It used verified figures where available, and reasonably calculated figures where they weren't.
- Based on the information Zopa gathered and what it knew about Mr T's circumstances, there was nothing to suggest he was likely to be unable to sustainably repay what he was being lent.

- I don't think Zopa acted unfairly in any other way.

Mr T has made a number of points to emphasise his complaint and shared information about his excessive gambling, making the point that repaying loan one early, was the result of a gambling win, and not indicative of a strong financial position. I'd like to thank Mr T for his openness, but although I understand his point of view, my decision is based on the evidence that was available to Zopa at the time.

Mr T has also provided us with copies of bank statements to support his position. But I don't consider Zopa needed to review them before agreeing to lend given what their checks showed. So, whilst I appreciate his strength of feeling, I don't consider it would be fair to place weight on the content of his bank statements in determining whether Zopa lent to him fairly.

This means I don't think Zopa did anything wrong when it provided the loans to Mr T.

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 Zopa lent irresponsibly to Mr T or otherwise treated him 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 know this isn't the outcome Mr T hoped for. But for the reasons above, I'm not asking Zopa to do anything to put things right.

If Mr T feels he's in financial difficulties then I'd encourage him to speak with Zopa to agree an affordable repayment plan. I remind Zopa of its obligation to treat customers in financial difficulty fairly.

### **My final decision**

My final decision is that I'm not upholding Mr T's complaint about Zopa Bank Limited.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr T to accept or reject my decision before 14 May 2026.

David Barker  
**Ombudsman**