

The complaint

E – a limited company – complains that The Mortgage Works (UK) Plc (TMW) unfairly cancelled an application for a further advance on a buy to let mortgage.

What happened

In 2022, E took out a buy to let mortgage with TMW. In 2025, it applied for a further advance of over £50,000. – but TMW eventually declined the application.

The director of E, Mr W, complains that TMW delayed considering the further advance application and did not communicate what was happening. He said it did not give sufficient reasons for declining the application. He wants TMW to refund the early repayment charge it applied when the mortgage was repaid and the additional interest E will have to pay.

The investigator did not think the complaint should be upheld. Mr W on behalf of E did not accept what the investigator said.

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.

There is no requirement for TMW to give E a more detailed explanation why it declined the application. When it gave E the original mortgage it did not give any undertaking that it would approve further borrowing against the property. It is for TMW to decide whether it is prepared to lend or not – and I can't see it reached its decision unreasonably in the circumstances. Therefore, I do not see any reason why TMW would be required to meet any costs E incurred in repaying the existing mortgage.

TMW has accepted that it delayed considering the application. But I consider the £100 it has paid E is fair to reflect the delays.

I note that the eligible complainant in this case is E. So I am unable to make any award for any distress or inconvenience caused to Mr W directly. I accept that TMW could still discriminate against E. But I do not consider the evidence I have supports that it has treated E less favourably because of Mr W's race than it would treat others in the same circumstances.

My final decision

My final decision is that I do not uphold this complaint.

Under the rules of the Financial Ombudsman Service, I'm required to ask E to accept or reject my decision before 9 March 2026.

Ken Rose
Ombudsman