

The complaint

Mr S has complained Quidie Limited, trading as Fernovo, continued to chase him for a debt after he'd repaid this.

What happened

In May 2025 Mr S was the victim of fraud after his bank account was compromised. One of the fraudulent loan applications made was one with Fernovo for £400. Mr S's bank account was blocked because of suspected fraud, so Mr S wasn't able to access these funds.

As soon as he was able, Mr S returned the £400 to Fernovo using a facility offered by his bank. Mr S continued to get requests from Fernovo to pay this debt. As requested, Mr S provided Fernovo with evidence he'd repaid them the loan money. Fernovo was unable to locate the funds until October 2025. Once they did, they removed the loan from Mr S's credit records.

Mr S was unhappy with the time it took Fernovo to resolve this. He felt that compensation was due and brought his complaint to the ombudsman service.

Our investigator felt that for the delays in sorting this out, Fernovo should pay £150.

Fernovo accepted this. Mr S didn't and felt more should be paid for the trouble caused to him.

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 done so, I've reached the same outcome as our investigator. I'll explain why.

Firstly, there's no dispute Mr S was the victim of ID fraud. A fraudulent loan with Fernovo was made in his name when a third party was able to compromise his bank account and thought they'd be able to access these funds. Mr S's bank identified the potential compromise and blocked access to his account.

After Mr S was able to access his bank account again, I can see he returned funds to Fernovo on 6 June 2025. Fernovo was unable to locate these funds for nearly four months. This meant during that period Fernovo was asking Mr S to repay the loan, and Mr S was continuing to supply Fernovo with evidence that he'd repaid the capital loan sum.

I appreciate Mr S feels that £150 is insufficient compensation as it took four months to sort this out. I have taken this into account.

I agree that there will have been an impact on Mr S's credit record as this loan remained outstanding. That said, I've not seen anything that Mr S was unable to obtain credit or similar during this period.

I also note not all of the fault for what happened lies with Fernovo. Unfortunately, after being the victim of ID fraud, it is inevitable that victims have sorting out to do. This does take time and can be inconvenient. Mr S has told our service that his wife has spent some time sorting out issues on his behalf. This may seem unfair but what I'm looking at is the impact on Mr S not on those people who have assisted him.

I believe that £150 is the correct amount for Fernovo to pay Mr S for the impact on him of the delays in allocating these funds correctly.

My final decision

For the reasons given, my final decision is to instruct Quidie Limited, trading as Fernovo, to pay Mr S £150 for the inconvenience caused.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr S to accept or reject my decision before 1 April 2026.

Sandra Quinn
Ombudsman