

## **complaint**

Mr I wants compensation for the way Erudio Student Loans Limited handled his loan account.

## **background**

In summary, Mr I says Erudio has continued to ask him for payments despite his deferment status. He is also unhappy with its overall customer service. In particular, he says Erudio got his deferment date wrong, didn't respond to his original complaint, and didn't provide him with a copy of the loan agreement when he first asked for it.

Erudio offered Mr I a total of £150 compensation for what happened. It also took away the arrears, corrected the deferment date, and provided Mr I with a copy of the loan agreement. Our adjudicator thought this was a fair way to put things right.

Mr I disagrees. He is worried Erudio will make even more mistakes. And he wants more compensation.

## **my findings**

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

There is some debate over how many times Mr I had to chase up Erudio about his complaint. It isn't clear to me if Mr I contacted Erudio as many times as he said. And I just can't be sure that he didn't get Erudio's original response to his complaint. But in any case, I can still see that Erudio took far too long to put things right for him.

When Erudio took over the account Mr I had a long term deferment on medical grounds. But Erudio continued to chase him for arrears, even after he complained about it in 2014. Mr I says that he suffers from a medical condition and the stress caused by Erudio's actions have had a big impact on his health. I can see why all this would be stressful, especially if you are in poor health.

It seems Erudio also mixed up the deferment renewal date and didn't send Mr I the copy of the agreement he asked for in 2014. I think its customer service could have been better.

I can see that Erudio eventually removed the arrears, fixed the error with the deferment date, and provided Mr I with the copy agreement he asked for. It has also sent Mr I a written apology. While words alone are not always enough to put things right, I do consider this type of thing when deciding what sort of compensation is due.

Even though Erudio has apologised and put things right I still don't think £150 is enough. I have thought about the very long time it took to resolve these issues. And how Mr I says this has made him feel unwell. Overall, I think Mr I should get an extra £100 on top of the £150 already offered.

I know Mr I is worried what Erudio is going to do in the future. I can't really tell Erudio to provide him with a guarantee that things won't go wrong again. I hope they won't. But if they do Mr I can always raise another complaint if he wants to.

**my final decision**

To put things right Erudio should pay Mr I a total of £250 compensation in full and final settlement of this complaint.

For the avoidance of doubt this compensation includes the £150 Erudio has already offered. I understand that Erudio has already sent Mr I a cheque for £50 as part of this compensation.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr I to accept or reject my decision before 16 June 2016.

Mark Lancod  
**ombudsman**