

complaint

Mr K complains that Lloyds TSB Bank Plc pressurised him into taking out borrowing that he couldn't afford and should not have sold on his accounts to another company.

background

Mr K took out a loan agreement and two credit card accounts with Lloyds TSB some time ago. Mr K did not maintain payments on the accounts which defaulted and are now subject to a repayment plan involving modest repayments. Mr K feels he was pressurised into taking out these accounts and is concerned now the debts have been sold on. Our adjudicator did not uphold this complaint. Mr K responded in summary to say that he disagreed as the loans were forced on him and that there was inconsistency in how we treated this complaint and another one.

my findings

I have considered all the available evidence and arguments to decide what is fair and reasonable in the circumstances of this complaint.

Mr K took out these loans when he had work but he unfortunately lost his employment and was unable to maintain the payments. He feels strongly that he was put under pressure to take out the loans. This was a concern that Mr K raised with Lloyds TSB some time ago. However, these were loans for purposes requested by Mr K and he had the benefit of the money. When he did raise questions about the lending in 2009, I consider Lloyds TSB dealt with his concerns positively. I do not find Lloyds TSB at fault for lending Mr K this money.

Lloyds TSB has now sold on the debt owed by Mr K to another company, which Mr K now has to deal with. I can understand Mr K's concerns that having reached an agreement with Lloyds TSB his debt will be managed by a different company. However I am satisfied that the bank is entitled to transfer the debt and has given him the notice it is required to give. The new company will have the same responsibilities in dealing with him as Lloyds TSB had and I note it has continued the same agreed repayment plan as Mr K had with Lloyds TSB.

I am sorry that Mr K is in financial difficulties. He might want to consider contacting one of the agencies for free debt advice that our adjudicator has referred him to.

I have considered this case solely on its own facts and merits. But for the avoidance of doubt I do not consider my decision in this case is inconsistent with the decision in the other case to which Mr K has referred.

my final decision

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

Gerard McManus
ombudsman