

complaint

Mr W has complained about how long it took Erudio Student Loans Limited to defer his student loans. He also feels he's received poor customer service.

background

Mr W has student loans with Erudio, which he's explained he's been trying to defer since May 2015. He says that this took a long time, and that when the deferment was approved, it appeared to be from the wrong date. This meant interest had accrued. Mr W tried for well over a month to have this clarified, but without success.

After the complaint came to us, Erudio explained there had been an error, and confirmed that no interest had accrued. It also confirmed that no entry had been made regarding this on Mr W's credit file.

Erudio also agreed to pay Mr W £50 compensation, which he is yet to receive.

Our adjudicator recommended that Erudio should send Mr W the £50 cheque, along with a further £100 for all of the ongoing delays. As this didn't happen, the complaint's now been passed to me for my final decision.

my findings

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

It seems to me that all matters have been settled, save for the issue of the £50, plus any further compensation. I agree that Erudio should abide by its assurance that it would send the £50 cheque. I also agree that there have been further significant delays since it agreed to send the cheque, for which £100 further compensation is appropriate.

my final decision

It's my final decision that Erudio Student Loans Limited should pay Mr W the £50 it agreed, plus a further £100 for the additional delays.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr W to accept or reject my decision before 22 January 2016.

Elsbeth Wood
ombudsman