

## **complaint**

Mr M has complained Erudio Student Loans Limited is asking him to repay his loan when he believes this was paid more than three years ago.

## **background**

Mr M took out a student loan in 1999. In 2017 Erudio told Mr M he owed them over £1,750. Mr M is now living overseas and didn't know that Erudio had taken over his loan in 2014. But he believed he'd already paid off what was owed in late 2014. Erudio had no record of this and continued to believe he should repay what was owed. Mr M brought his complaint to the ombudsman service.

After reviewing the limited evidence provided by both parties, our investigator felt there was nothing to show Mr M had made any payment to pay off his loan. Whereas his loan statements showed money remained to be paid.

Mr M insisted he'd more than likely paid the organisation who preceded Erudio but he'd also heard the transfer of loans was generally chaotic so didn't think it was surprising they held no records of any payment.

Mr M has asked an ombudsman to consider his complaint.

## **my findings**

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 conclusion as our investigator. I'll explain why.

We've asked Mr M for any evidence showing he made a payment to either Erudio or the body who managed his loan before them. That could either be a credit card statement – as he'd told Erudio that's how a payment was made. Or anything else to show he'd lost out by money not being credited to Erudio which should have been.

We've not received anything from him even though he's been prompted. I've taken into account Mr M's personal situation – he's living overseas and may not have all the evidence to hand and his wife is expecting their first child. But I've also seen Mr M has said on occasion he's never made any payment at all. He thinks this was all paid off before Erudio took over this debt. In which case he may be better off complaining about the organisation that preceded Erudio.

I know Mr M thinks there's every chance the transfer of the debt may have been chaotic and cited sources for this. That may well be so but doesn't mean anything wrong happened to his loan. I've not seen any evidence for this. Erudio has shared statements showing there was a balance outstanding when his loan was taken over by them in March 2014.

I can understand Mr M is concerned it took Erudio some time to contact him about this debt considering they had been managing it for a couple of years before that. But they may not have had his current address and it could have taken some time to trace him.

I can confirm if Erudio require Mr M to repay this debt, they have to consider his personal circumstances and assess what he can afford to repay before asking him to do so.

Overall because of the lack of any evidence I don't think it would be fair to ask Erudio to do anything further.

**my final decision**

For the reasons I've given, my final decision is not to uphold Mr M's complaint against Erudio Student Loans Limited.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr M to accept or reject my decision before 20 April 2018.

Sandra Quinn  
**ombudsman**