

## **complaint**

Ms K complains that a brokerage fee, incorrectly charged by Loans Direct UK Limited, has caused her to incur bank charges and phone costs.

## **background**

Ms K joined Loans Direct's membership scheme in September 2012 and paid a fee. The fee was refunded by chargeback later that month but the chargeback was reversed in November 2012. Ms K received a letter from Loans Direct saying that she would receive a refund in five to seven working days but she did not receive the refund until about 18 working days later which caused her to incur bank charges. She complained to Loans Direct but was not satisfied with its response so complained to this service.

The adjudicator recommended that this complaint should be upheld. He concluded that Loans Direct had caused Ms K to suffer considerable distress and inconvenience. He recommended that it should reimburse her for £10 of bank charges and £10 of phone costs and pay her £75 to compensate her for the distress and inconvenience that she has been caused.

Loans Direct has offered to provide Ms K with £30 of store vouchers in settlement of her complaint. Ms K did not accept its offer.

## **my findings**

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

Loans Direct accepts that the refund to Ms K was delayed and has provided a number of explanations for the delay. I am satisfied that Ms K incurred bank charges as a result of the delay and that she had to make phone calls to Loans Direct concerning the refund. I consider that it would be fair and reasonable for Loans Direct to pay £20 to Ms K to reimburse her for £10 of bank charges and £10 of phone calls and £75 to compensate her for the distress and inconvenience that she has been caused.

## **my final decision**

For these reasons, my decision is that I uphold Ms K's complaint. In full and final settlement of it, I order Loans Direct UK Limited to:

1. Pay £20 to Ms K to reimburse her for her bank charges and phone costs.
2. Pay £75 to Ms K to compensate her for the distress and inconvenience that she has been caused.

Jarrold Hastings  
**ombudsman**