

## **complaint**

Ms A complains that Arrow Global Limited is wrongly chasing her to repay a debt that she doesn't owe.

## **background**

Ms A explains that in 2011 she had a Payment Protection Insurance (PPI) refund. The letter that was sent to her explaining the refund said that it would be applied to the credit card that the premiums came from and any money left over would be sent to Ms A as a cheque. Ms A received the full amount of the refund as a cheque and so she said that she assumed there was no outstanding balance on the credit card. Arrow Global bought the outstanding debt in April 2013 and wrote to tell Ms A about this. Ms A doesn't think that there is a debt and Arrow Global has no legal right to chase her to repay it.

Our adjudicator didn't recommend that the complaint should be upheld. She thought that although some of the letters Ms A had from other companies about the debt was confusing there was no evidence that the debt had been paid back. She thought that Arrow had properly bought the debt and it hadn't done anything wrong in asking Ms A to repay it. Ms A didn't agree and said in summary that Arrow hadn't proved that she owed the money and she was disputing the original debt.

## **my findings**

I've considered all the available evidence and arguments to decide what's fair and reasonable in the circumstances of this complaint. I note that Ms A has sent in a further letter since the case was sent to me and I confirm that I have had sight of this.

I can see that when Ms A was sent her PPI refund letter it said that the money would be sent back to the credit card and anything left over would be sent to her. I can understand why she might have thought that the credit card account was settled. But Ms A knew that there was an outstanding balance I can't see that she was told by the credit card provider that the account was settled or written off or that she asked about it at the time. Looking at the evidence Ms A hasn't paid anything towards the debt and the original provider sold the debt to Arrow.

I know that Ms A doesn't think that this should have happened and she disputes that Arrow have the legal right to chase her for the debt. This service isn't a court and I can't decide whether a debt is legally enforceable. I can look at what is fair and reasonable in the circumstances. From the records I have seen Ms A was responsible for the debt and she hasn't paid it back. Arrow has bought the debt from the original credit provider and as far as I can tell the amount outstanding looks correct.

Ms A has explained that payments were added to the account and she hadn't made them but this isn't Arrow's fault because these payments were added before Arrow bought the debt. The account balance looks correct from the information I have seen and Ms A hasn't provided anything that would confirm that the debt was repaid or that there was an agreement to write it off. Ms A did get a letter from a collections firm explaining that the balance was zero but that was in connection with an explanation that the collections were being moved to another company. In all the circumstances I am unable to conclude that the debt has been repaid or settled and so I can't say that Arrow has done anything wrong by asking Ms A to repay it.

I know that Ms A is disputing the original debt and is unhappy with how the original PPI refund was handled. But this isn't Arrow's fault and it hasn't done anything wrong by asking Ms A to repay the money.

**my final decision**

My final decision is that I don't uphold this complaint. Under the rules of the Financial Ombudsman Service, I'm required to ask Ms A to accept or reject my decision before 26 October 2015.

Emma Boothroyd  
**ombudsman**