

## **complaint**

Mr L complains Cabot Financial (Europe) Limited chased him for a debt which he paid off just under six years ago.

## **background**

Mr L says he received a letter from Cabot asking him to pay off a debt of approximately £4,500. Mr L says he contacted Cabot explaining he'd paid off the debt just under six years ago when he completed an IVA. Cabot investigated this and asked Mr L to provide evidence that his IVA had completed. Mr L was unhappy with this and so complained to us.

Following our involvement, Cabot offered £200 in compensation having accepted that it could have investigated what had happened to Mr L's IVA before it decided to chase the debt. Our adjudicator felt that this was fair and reasonable. Mr L disagreed, saying that Cabot's letter had taken him back to a "dark place". He asked for an ombudsman's 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.

I accept that Mr L paid off the debt that Cabot purchased several years ago. He did so having entered into an IVA. Mr L has told us that this was a difficult period in his life. I have no reason to doubt that this is the case. So I can understand how receiving Cabot's letter brought back difficult memories. I don't, however, agree with Mr L that the impact of this means I should be making a much larger award. Mr L knew he'd paid the debt off. In fact, I agree with our adjudicator that the amount Cabot has offered is fair. So I'll leave it to Mr L to decide whether he wants to accept this decision in order to make that offer legally binding.

## **my final decision**

My final decision is that I require Cabot Financial (Europe) Limited to pay Mr L £200 in compensation for the distress it has caused him.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr L to accept or reject my decision before 28 October 2016.

Nicolas Atkinson  
**ombudsman**