

## **complaint**

Mrs R complains that Madison CF UK Limited (trading as 118118Money) irresponsibly lent her money.

## **background**

In December 2014 Mrs R took out a £1,500 loan with Madison repayable over 24 months. She got into financial difficulty and couldn't pay it back as planned. She says granting the loan was irresponsible and she wants a refund of the interest and charges she's paid.

Our investigator felt this complaint shouldn't be upheld. He said:

- Madison carried out checks on Mrs R's financial situation. She was asked, when applying for the loan, about her income and outgoings. She was left with a reasonable disposable income and the loan repayments appeared affordable.
- It also carried out a credit check which showed she'd one month's arrears on a small number of loans but they'd been got back on track. There weren't any judgements or defaults.
- Madison's lending wasn't irresponsible and the loan repayments looked affordable.

Mrs R doesn't agree and has asked for an ombudsman review.

## **my findings**

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

Before agreeing to the loan Madison carried out some checks. There aren't set checks it had to carry out. It particularly considered Mrs R's financial position and asked about her incomings and outgoings. This indicated the loan repayments were affordable at that time from her disposable income. It also checked her credit file and this didn't show any adverse information prompting further checks.

The loan was agreed. Taking everything into account I don't think that was an unreasonable decision or that it represented irresponsible lending as Mrs R now suggests.

It's unfortunate if Mrs R's financial situation subsequently worsened resulting in her having difficulties in making the agreed loan payments and I sympathise with the situation she's found herself in.

Even so I don't think I can fairly or reasonably require Madison to refund any interest or charges Mrs R's paid as she'd like.

Overall I don't see a compelling reason to change the proposed outcome in this case.

## **my final decision**

I don't uphold this complaint.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mrs R to accept or reject my decision before 23 February 2019.

Stephen Cooper  
**ombudsman**