

## **complaint**

Mr V is unhappy that Ballymoney Credit Union Limited has proposed a transfer of engagements with a third party credit union. Mr V feels he has not been provided with key information.

## **background**

Ballymoney Credit Union is ceasing to trade and transferring its business to another credit union. It held meetings with members at which votes were cast in favour of the transfer. Mr V does not believe Ballymoney has carried out sufficient analysis and assessments of the transfer and has not fully disclosed the impact on its members.

The adjudicator did not recommend that this complaint should be upheld. She concluded that Ballymoney had provided its members with an opportunity to ask questions about the transfer at the meetings it held. She was satisfied Ballymoney Credit Union had complied with the provisions of its rulebook.

Mr V disagrees and has requested a review of his complaint.

## **my findings**

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

I understand Mr V's position and his concerns that members have not been made aware of all the facts and impacts of the transfer. However, I note that the transfer has been overseen by the Department of Enterprise, Trade and Investment. I also note that the decision to transfer has to be made in accordance with the requirements of the Credit Unions (Northern Ireland) Order 1985 and Ballymoney Credit Union's own rules.

I note the adjudicator, in reaching her recommendations, sought additional information from Ballymoney on Mr V's account. She also pointed out that the Financial Ombudsman Service cannot comment on the transfer itself, but merely on the process followed leading up to it.

In all the circumstances and given the fact that members were given the opportunity at two meetings to ask questions and discuss the proposed transfer, I am satisfied that Ballymoney has provided its members with a reasonable opportunity to understand and comment on the transfer. I accept Mr V feels he should have been provided with more information. However, the rulebook does not require Ballymoney Credit Union to provide individual members with additional information. As a result I am unable to find Ballymoney Credit Union is at fault in this case.

## **my final decision**

My decision is that I do not uphold this complaint.

Zoe Copley  
**ombudsman**