

complaint

Mr and Mrs H complain that Loans.co.uk Ltd mis-sold them a mortgage.

background

Loans.co.uk acts as a credit broker. Its role is to process information and look for mortgages that match borrowers' criteria. It finds a lender willing to lend at a good rate. It then passes that information onto borrowers.

Our adjudicator explained to Mr and Mrs H that he felt Loans.co.uk had made it clear to them from the outset that it couldn't provide advice or make any recommendation. It gave Mr and Mrs H information so they could make an informed decision about taking out a mortgage account.

In coming to his opinion, our adjudicator looked at paperwork Loans.co.uk sent Mr and Mrs H. This included the Key Facts Illustration that set out important information they needed to know about a mortgage Loans.co.uk told them about. Our adjudicator also listened to a number of phone calls between Loans.co.uk and Mrs H.

Our adjudicator didn't recommend upholding the complaint on the basis that Loans.co.uk had explained the service it provided – in writing and when speaking to Mrs H. So he couldn't say that Loans.co.uk mis-sold them a mortgage.

Mr and Mrs H disagree. In particular, they don't feel that Loans.co.uk followed key rules that brokers must follow. They've referred to the steps a broker must take when making a recommendation to a customer. But this hasn't changed our adjudicator's view here since Loans.co.uk didn't make *any* recommendation in Mr and Mrs H's case.

Mr and Mrs H have asked for an ombudsman to make a final decision. So the complaint has been passed to me.

my findings

I've considered all the available evidence and arguments to decide what's fair and reasonable in the circumstances of this complaint. And I've listened to Mrs H's phone calls with Loans.co.uk. I agree with the adjudicator for the same reasons.

my final decision

I don't uphold this complaint.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr and Mrs H to accept or reject my decision before 18 February 2016.

Susan Webb
ombudsman