

## **complaint**

Mr and Mrs T (and their daughter, Miss T) complain – through their representative – that AIB Group (UK) Plc (trading as First Trust Bank) ('AIB') was irresponsible in its lending to them.

## **background**

Mr and Mrs T (and other family members) were longstanding customers of AIB. Since 2004 they and their daughter Miss T had had an existing mortgage of £95,000 over 25 years – which was interest-only for three years and then repayment.

Their complaint relates to the further borrowing from 2005 onwards, being as follows:

- March 2005: £199,970 to Mr and Mrs T, secured on their home – to enable them to purchase two investment properties totalling £400,000.
- 2005: £200,000 commercial loan to Mr and Mrs T and other family members.
- July 2006: £40,000 business overdraft to Mr and Mrs T.
- November 2006: Buy-to-let mortgage £135,000 to Mr, Mrs and Miss T.
- September 2007: £60,000 business overdraft to Mr T.
- May 2008: £74,000 business overdraft to Mr T.

In his detailed letters of November and December 2013 the adjudicator did not recommend that the complaint be upheld.

## **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 have taken careful note of all the documentation relating to each individual transaction, and the representations of both parties – including those made on behalf of Mr and Mrs T since the adjudicator's letter.

I do not think that there is any evidence of irresponsible lending by AIB. On each occasion when further funding was sought by Mr and Mrs T (and other family members), AIB carried out a careful affordability assessment. That assessment reflected the individual transactions - including the property valuations, income (including bonuses), and buy-to-let income.

While I am sympathetic to Mr and Mrs T's ill health and any financial difficulties which they may have encountered as a result of their investments and borrowings, I do not think that those difficulties resulted from any irresponsible lending by AIB.

## **my final decision**

For these reasons I do not uphold this complaint.

Charles Sweet  
**ombudsman**