

complaint

Miss W has complained that her student loan account with Erudio Student Loans Limited was not deferred when it should have been.

background

Miss W took out a student loan with a third party. She wanted to defer it, but this didn't happen and she experienced a number of issues with this matter. The account was subsequently sold to Erudio.

Miss W complained to Erudio on four occasions, and it seems it attempted to resolve matters with the third party directly.

Since the complaint came to this service, Erudio has offered Miss W £150 in recognition of the delays she experienced after she contacted it. Our adjudicator agreed that this was fair.

The complaint has now been passed to me for my final 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.

Miss W has brought a separate complaint against the third party. Because of this, in this decision I'm looking only at the actions of Erudio.

The issues Miss W experienced with the deferment happened with the third party. These are being considered separately against that company. That means I'm only looking at Erudio's involvement.

I can see that Miss W contacted Erudio with her concerns four times. Erudio essentially then acted as a 'middle man' in trying to resolve matters with the third party, and I'm sure this was done with the best of intentions. Unfortunately, matters were not resolved, and it has been accepted that this caused Miss W delays and frustration. Erudio has offered £150 compensation to address this. I am satisfied that this is fair in all the circumstances.

my final decision

In order to resolve this complaint, I require Erudio Student Loans Limited to pay Miss W £150 compensation.

Under the rules of the Financial Ombudsman Service, I'm required to ask Miss W to accept or reject my decision before 21 September 2015.

Elspeth Wood
ombudsman