

complaint

Miss T complains that C L Finance Limited has not been clear about the balance she owes.

background

Miss T had a debt with a bank that was sold to CL Finance Limited. Miss T then settled a PPI complaint she had made against that bank and agreed that the settlement would be used to reduce the debt. Miss T subsequently complained to CL Finance Limited saying that the refund did not appear to have been applied to her outstanding balance. Miss T also complained to another party that was involved in collecting the debt about the PPI refund.

Two different adjudicators considered Miss T's complaints against CL Finance Limited and the other party involved in collecting the debt. Neither adjudicator recommended Miss T's complaint be upheld. Miss T was unhappy with this as the adjudicator who dealt with her complaint against the party involved in collecting the debt said she considered the information CL Finance Limited had given Miss T was wrong.

my findings

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

Miss T originally had a debt of approximately £15,500. This debt was sold to CL Finance Limited. The bank agreed to pay Miss T approximately £9,000 in order to settle Miss T's PPI complaint and agreed that the settlement would be used to reduce her debt. The bank did this by buying back part of Miss T's debt. This was not explained as clearly to Miss T as it could have been. I can, therefore, understand why she was confused when CL Finance Limited told her that her original balance was £6,000 when her statement did not show the PPI refund had been applied to her account. I am, however, satisfied that the balance quoted is correct. In the circumstances, I agree that this complaint should not be upheld.

my final decision

My final decision is that I am not upholding this complaint.

Under the rules of the Financial Ombudsman Service, I am required to ask Miss T to accept or reject my decision before 20 April 2015.

Nicolas Atkinson
ombudsman