

## **complaint**

Ms S has a secured loan with Welcome Financial Services Limited. She says the loan was mis-sold as she wasn't told how much it would cost her overall, and had she been told that then she wouldn't have taken it out. Ms S is also unhappy that the debt was recently sold to a third party business for an amount that was broadly the same amount as she'd originally borrowed.

## **background**

I issued a decision earlier this month. In that decision I explained which parts of Ms S' complaint we could and couldn't consider. I said we could only consider things that had happened since June 2012 (which was six years prior to Ms S complaining to Welcome). Of the complaint she'd made that only related to the size of the debt outstanding when it was sold to a third party business.

Our investigator had already told Ms S that he didn't think the complaint should be upheld and as Ms S wasn't happy with the outcome I now issue this decision as the final stage of our process.

## **my findings**

I've considered all the available evidence and arguments to decide what's fair and reasonable in the circumstances of this complaint.

Welcome sold the debt to a third party business in June 2018 with a balance at the time of £15,752. I understand Ms S's confusion as she borrowed £16,181 in July 2008 (plus a sum for insurances which I understand was removed in 2011 when Ms S complained about them) so it seems over ten years the balance hadn't really gone down.

As I explained in my earlier decision, I can only consider things that have happened since June 2012 and at that time the balance was £17,471.87. All that's happened since then is that Ms S made some payments to the loan, with the last being made in December 2015, and the debt has been passed to the third party business. There's been no interest or charges added to the account in that period as interest was frozen in September 2011 and the last charge was added to the account that same month.

Welcome was allowed to sell the debt to a third party and so it's done nothing wrong there. It's made all the information available to the new lender so the new lender will be aware that Welcome had agreed to freeze the interest. There's nothing more Welcome needs to do.

## **my final decision**

I don't uphold this complaint. Under the rules of the Financial Ombudsman Service, I am required to ask Ms S to accept or reject my decision before 13 December 2019.

Julia Meadows  
**ombudsman**

