

## **complaint**

Mr J complains that Lloyds Bank PLC irresponsibly increased his overdraft limit in 2012.

## **background**

Mr J applied for his overdraft limit to be increased in 2012. He says Lloyds shouldn't have agreed to that request as he couldn't afford it. He also says that his income was limited at that time, as he was a carer for a family member.

Lloyds says Mr J made online applications for his overdraft limit to be increased. It says the applications were assessed and credit scored and so it doesn't accept making a mistake. Lloyds has offered to assist Mr J and has also refunded interest on the overdraft and a loan taken out at the same time for about £870.

Mr J complained to us and our investigator initially upheld part of Mr J's complaint. The investigator thought Lloyds could've carried out further checks on Mr J's income and the type of his spending-in this case gambling. Lloyds then said it wouldn't look at a customer's type of spending to determine eligibility for an overdraft.

The investigator reviewed matters and didn't uphold Mr J's complaint. The investigator thought Lloyds had tried to assist Mr J and couldn't be held responsible for Mr J's brother using his account for gambling.

Mr J doesn't accept that view. He says Lloyds should've looked at his application in 2012 in more detail and should be doing more to help him. Mr J would like half of the overdraft written off and to be able to repay the rest interest free.

## **my findings**

I've considered all the available evidence and arguments to decide what's fair and reasonable in the circumstances of this complaint. Having done so I've come to the overall conclusion that Lloyds hasn't made a mistake and has tried to help Mr J with his financial problems. I appreciate Mr J will be disappointed by my decision so I will explain why I've come to that conclusion.

I've looked through Lloyds records and can see that Mr J applied for the overdraft limit increases in 2012 himself, as well as applying for a personal loan. I'm also satisfied Lloyds assessed and credit scored the applications. I appreciate Mr J says his income was limited at the time but I can also see from his loan application that he stated his income as being benefits as well as £1,000 from self employment. I can also see that Mr J made all of the repayments on the loan. So I don't think Lloyds made a mistake or acted irresponsibly by approving the applications.

I understand Mr J believes his brother may have used his account for gambling purposes. I can also see a large amount of gambling transactions on Mr J's account statements that have contributed to the overdraft increasing. But I can't fairly hold Lloyds responsible for Mr J's brother's actions in these circumstances.

Banks and Building Societies should act positively and sympathetically to its customers in financial difficulties. I'm satisfied that Lloyds has acted in such a way here. I can see that it's offered to discuss matters with Mr J in the past, and has refunded about £400 overdraft interest and charges as well as £400 in respect of the loan.

So for the reasons I've set out, I can't fairly order Lloyds to do anything further to resolve this complaint.

**my final decision**

My final decision is that I don't uphold this complaint.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr J to accept or reject my decision before 12 April 2018.

David Singh  
**ombudsman**