

The complaint

Mrs C complains that her credit score reduced after she applied for credit with Shop Direct Finance Company Limited ("Shop Direct"), trading as very. She also complains that her account wasn't closed when she asked it to be and that Shop Direct don't provide an email address to complain; she says that makes it difficult given her disability.

What happened

The details of this complaint are well known to both parties, so I won't repeat them again here. Instead, I'll focus on giving my reasons for my decision.

What I've decided – and why

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

I know it will disappoint Mrs C, but I don't think Shop Direct need to take any action here. I'll explain why.

Where the information I've got is incomplete, unclear, or contradictory, as some of it is here I have to base my decision on the balance of probabilities.

I've read and considered the whole file, but I'll concentrate my comments on what I think is relevant. If I don't comment on any specific point it's not because I've failed to take it on board and think about it but because I don't think I need to comment on it in order to reach what I think is the right outcome.

Shop Direct are obligated to provide information on a consumer's credit activity to the credit reference agencies. It's expected that they will report when a consumer signs up for a new credit agreement. Mrs C used credit to purchase a dress and in those circumstances, I think Shop Direct were right to report that. They closed Mrs C's account, as requested, when her balance was reduced to zero, and as it was within the cooling off period I think it was fair for them to remove the account details from the credit file. But the credit search needed to remain as there's no argument that was necessary.

I don't think Mrs C was prevented from making a complaint in writing, as was her preference. She was able to do so through the chatbot and/or the text relay service Shop Direct operated.

My final decision

For the reasons I've given above I don't uphold this complaint.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mrs C to accept or reject my decision before 9 August 2023.

Phillip McMahon

Ombudsman