

The complaint

Mr B complains that Chase is reporting his information to the credit reference agencies.

What happened

Mr B has an account with Chase that has no credit facility. Earlier this year, Chase notified customers that it intended to report details of accounts held to the credit reference agencies, in line with its Privacy Policy.

In February 2023 Mr B contacted Chase and explained he didn't want it to report his information to the credit reference agencies. Chase says it explained that only Mr B's name, dates of when the account was opened or closed, details of any negative balances and how much is paid into the account each month would be reported.

Mr B went on to raise a complaint and Chase issued a final response on 20 February 2023. Chase said its Privacy Policy allowed it to share some information about customers with the credit reference agencies. Chase added that it had taken the decision to start reporting information to the credit reference agencies as it is hoping to introduce lending services.

An investigator at this service looked at Mr B's complaint. They said Chase had acted in line with its Privacy Policy and didn't ask it to do anything else. Mr B asked to appeal, so his complaint has been passed to me to make a 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'm aware I've summarised the events surrounding this complaint in less detail than the parties involved. No discourtesy is intended by my approach which reflects the informal nature of this service. I want to assure all parties I've read and considered everything on file. I'm satisfied I don't need to comment on every point raised to fairly reach my decision. And if I don't comment on something, it's not because I haven't considered it. It's because I've focused on what I think are the key issues. My approach is in line with the rules we operate under.

Mr B's explained he wants to opt out of Chase's decision to report accounts to the credit reference agencies. And I understand Chase changed the way it operates when it took the decision to start reporting accounts. But Chase has pointed to its Privacy Policy which says it can share customer information with credit reference agencies to check for credit worthiness and to prevent fraud and money laundering. I appreciate Mr B's account doesn't currently have a borrowing facility. But the Privacy Policy doesn't make a distinction between accounts with a credit facility and those without. I'm satisfied Chase's Privacy Policy allows it to share information with third parties like the credit reference agencies. I haven't been persuaded that Chase's decision to do so is a mistake or unfair.

When bringing his complaint, Mr B said Chase's actions had caused him to be declined for a credit card. But we haven't been sent any evidence to show that. And it's not clear how the account Chase is reporting would've impacted a credit card application.

I'm sorry to disappoint Mr B but I haven't been persuaded that Chase has made a mistake or acted unfairly by reporting his account to the credit reference agencies. As I'm satisfied Chase dealt with Mr B's case fairly I'm not telling it to take any further action.

My final decision

My decision is that I don't uphold Mr B's complaint.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr B to accept or reject my decision before 14 November 2023.

Marco Manente
Ombudsman