

The complaint

Mr F complains that Close Brothers Limited reapplied incorrect markers to his credit file and hasn't offered sufficient compensation.

What happened

Mr F entered into a conditional sale agreement with Close Brothers Limited in October 2019. He says that adverse markers have been incorrectly applied to his credit file. He has raised previous complaints and received compensation but following this a missed payment marker was reapplied to his credit file for February 2022. He also complained that it took too long for a missed payment marker to be removed from his credit file for March 2022.

Close Brothers issued a final response letter dated 12 October 2022. It said that Mr F contacted it because his credit file was still having issues in regard to the entry for February 2022 and that it took too long for the March 2022 entry to be corrected. Close Brothers said that the credit team confirmed the amendments had been made. It said that at the time of the letter Mr F's agreement was in the process of being closed and so a request was sent to delete the record to prevent any further issues. It also offered to pay Mr F £50 as a gesture of goodwill.

Mr F didn't think that £50 compensation was sufficient and referred his complaint to this service.

Our investigator didn't uphold this complaint. He noted Mr F's comments about previous issues with his credit file but said these had been considered previously by this service and so wouldn't be considered as part of this complaint. In regard to this complaint he noted that Close Brothers had taken action to amend Mr F's credit file and had then deleted the record to ensure there were no further issues. He said there was no evidence that this issue had caused Mr F a financial loss and thought the compensation of £50 that Close Brothers had offered was reasonable.

Mr F didn't agree with our investigator's view. He asked that the compensation be raised to £450. He said Close Brothers had added missed payment markers to his credit file on around seven occasions. In some cases, the missed payment marker had been removed due to his complaint and then reapplied several months later. He said it even added a missed payment marker after the agreement had ended. Mr F said he asked why this was happening but didn't get a response and that although he was told it would take up to 60 days for the issues to be sorted it took much longer.

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 can appreciate why Mr F is so frustrated by the issues he has experienced with missed payments being incorrectly applied to his credit file. Mr F referred a previous complaint to this service about missed payment markers being applied for January, February and March

2022. A decision was issued and so I cannot consider this further.

Mr F then raised a further complaint with Close Brothers asking why it took so long for the marker applied in March 2022 to be removed from his credit file and saying the February 2022 marker was still present. I understand how upsetting these issues have been for Mr F.

In its final response letter dated 12 October 2022, Close Brothers said that the request had been made to the credit reference agencies for the entries to Mr F's credit file to be amended. It said that the agreement had been closed and so it had now deleted it from Mr F's credit file to prevent any further issues. I find this a reasonable resolution to the new issues raised.

I note Mr F's comment about the length of time taken for the corrections to be made. But I cannot say that the delay in the removal of the marker from March 2022 or the reapplying of the February 2022 marker caused Mr F any further financial issues (additional to those addressed in his previous complaint) and while I note his comments about the time taken trying to resolve the issues, as Close Brothers had asked for the markers to be removed and has now removed the agreement from his credit file, and offered £50 as a gesture of goodwill, I find that it has done enough to resolve the issues raised in this complaint.

My final decision

My final decision is that I do not uphold this complaint.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr F to accept or reject my decision before 16 August 2023.

Jane Archer
Ombudsman