

The complaint

Mr A complains that Tesco Personal Finance PLC, trading as Tesco Bank, were unfair to report adverse information to his credit file.

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 Mr A, but I don't think Tesco Bank have done anything wrong here.

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.

The Information Commissioners Office Principles for the Reporting of Arrears, Arrangements and Defaults at Credit Reference Agencies says that lenders that supply data to the Credit Reference Agencies (CRA) are required to ensure that the data is accurate, up to date and meets agreed quality standards.

That appears to be the case here. The statement issued on 25 April 2023 told Mr A he was required to make a payment of £25 by 20 May 2023, but payment wasn't received in time. Mr A has explained that he had problems with the app freezing on or around 6 June 2023 and by the time he was able to view his statement a late fee had been applied and the missed payment had been reported to his credit file. But that was after the payment was due and wouldn't, therefore, have impacted Mr A's ability to pay on time. Tesco Bank have confirmed that Mr A had online access to his account and that the email they sent on or around 25 April 2023 to tell him his statement was ready to view, was received. It was Mr A's responsibility to ensure he paid on time, and I'm persuaded he was alerted to the fact a statement was ready, that he could access that statement online, and that it would be unfair to suggest Tesco Bank were responsible for the payment being missed.

The terms of the account explain that credit scores may be impacted if payments are missed.

So, I can't say that Tesco Bank were unreasonable to report the missed payment and I don't think they need to take any action.

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 Mr A to accept or reject my decision before 16 January 2024.

Phillip McMahon
Ombudsman