

## **The complaint**

Mr L complains that HSBC UK Bank Plc gave him incorrect information about his loan repayment date.

## **What happened**

Mr L asked HSBC to change his loan repayment date to the first of the month in March 2023. He says he then asked when the next payment would be taken and says HSBC told him it would be in the month after next (May 2023). Mr L says the payment was taken in April 2023 which caused him distress and inconvenience. He says HSBC has harassed him since the complaint and would like the monthly repayment written off or compensation for an equivalent amount.

HSBC accepts it made a mistake and says it refunded the payment of £459 when it was taken. It says it has paid £200 compensation for the mistake and has apologised for what took place. It also says it will not record the missed payment on Mr L's credit file but is obliged to ask him to repay it.

Mr L brought his complaint to us, and our investigator didn't think the compensation went far enough. The investigator recommended £300 compensation but thought HSBC was entitled to ask Mr L to repay the missed payment.

HSBC accepts that view.

Mr L doesn't accept that view and says he is still being harassed by HSBC. He would like an apology and the monthly repayment written off.

## **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.

Having done so I am satisfied that HSBC has fairly agreed to pay a total of £300 compensation and has fairly apologised for its mistake.

There is no dispute here that Mr L was given incorrect information about the next loan payment date. I have no doubt he was caused distress and inconvenience when he realised that HSBC had taken the loan payment in April 2023 and not May 2023 as it said it would. But I can see that HSBC fairly apologised for its mistake and I am not sure why Mr L suggests he didn't receive that apology as it's clearly contained in the final response letter. I can also see that HSBC refunded the payment immediately and I have not seen any evidence of financial loss Mr L incurred as a result of the mistake. I am satisfied that Mr L was responsible for the payment regardless of when it was due and if he had been given the correct information, then the payment would have been due in April not May 2023.

The only issue for me to consider is the compensation amount. I have made clear that I think Mr L is responsible for the monthly repayments in line with the loan terms and conditions and

so it would be unfair to direct HSBC write off one months repayment. I don't think Mr L suffered any financial loss as a result of what took place, and the money was refunded shortly after being deducted. I don't think HSBC has acted unfairly by contacting Mr L and asking him about the repayment.

Overall, I agree with the investigator that HSBC should pay a further £100 compensation making a total of £300 which is fair and reasonable. I find such an award in line with the amount and type of awards we would order in circumstances such as these. And that compensation amount fairly reflects the level and impact of HSBC's mistake.

### **Putting things right**

HSBC should pay a further £100 compensation making a total of £300 if it has not already been paid. I can see that the previous award has been paid.

### **My final decision**

My final decision is that I uphold this complaint in part and order HSBC UK Bank Plc to pay Mr L £100 compensation if not already paid. Mr L's acceptance of this decision would be in full and final settlement of his complaint.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr L to accept or reject my decision before 1 January 2024.

David Singh  
**Ombudsman**