

The complaint

Miss W has complained that Loans 2 Go Limited ('L2G') hasn't updated her credit file in a timely manner, and continues to show a default.

What happened

Miss W has a loan account with L2G. However, she became concerned that her credit file wasn't showing the most recent month. She was also concerned that a default was still showing.

One of our investigators looked into what had happened, but didn't think L2G had done anything wrong. As Miss W disagreed, her complaint's been passed to me to decide.

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'm not upholding this complaint. L2G updates the credit reference agencies each month, for the previous month. It can then take some weeks for the agencies to update their records. But this doesn't mean L2G hasn't provided timely updates.

As regards the default marker, records remain on a credit file for six years from the event. So, a default would still be showing until this period is up.

My final decision

It's my final decision not to uphold this complaint.

Under the rules of the Financial Ombudsman Service, I'm required to ask Miss W to accept or reject my decision before 15 January 2024.

Elsbeth Wood
Ombudsman