

## **The complaint**

Mr D complains that Lloyds Bank PLC (Lloyds) gave him incorrect advice which has resulted in an old address being recorded on his credit file.

## **What happened**

Mr D opened a bank account with Lloyds in 2020. Upon opening the account, he benefited from a free annual magazine subscription. Mr D didn't want the free magazines, but his father did. In order for the free magazines to be sent directly to his father, Mr D says he was advised by Lloyds to change the address on the account to his fathers.

In 2023 Mr D noticed that his father's address was showing on his credit file. He thought this was having an adverse effect on his credit report. Unhappy, he contacted Lloyds. He said Lloyds had given him incorrect advice by telling him to change the address to his father's. He wanted the address to be updated to his own, and he wanted compensation for the trouble this had caused him.

Lloyds checked its records and could see that it previously held Mr D's fathers address, but that it also had his address linked to the account (which was now closed). It recommended that Mr D contact the credit reference agencies if he wanted the address to be removed from his file. Mr D did this but was told that only Lloyds could update the address.

Mr D remained unhappy, so he brought his complaint to us. An investigator looked into the matter and concluded that Lloyds had done nothing wrong. The investigator asked Lloyds for call recordings and system notes to see whether it had incorrectly advised Mr D to change the address on the account to his fathers – but he couldn't find any evidence of this. The investigator also thought that having Mr D's father's address associated with the closed account wasn't have any impact on Mr D's credit file. As a result, he didn't think Lloyds needed to do anything further.

Mr D disagreed. He said he only would've changed the address on the account (so his father could benefit from the free magazine subscription) if Lloyds had advised him to do so. He maintained that he wanted compensation for the trouble this has caused and the impact on his credit file.

## **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've reached the same outcome as the investigator for broadly the same reasons. I'll explain my findings below.

I understand Mr D feels strongly about his complaint, but when looking at cases like this I have to consider whether Lloyds has acted unfairly and if so, whether they've done enough to put things right.

In this case, I don't think there's enough evidence to suggest Lloyds has acted unfairly here. I've reviewed Lloyd's system notes for the account and listened to several telephone calls between Lloyds and Mr D throughout the time the account was open. None of these suggest Lloyds advised Mr D to change the address on the account. I think it is more likely than not, Mr D asked Lloyds how he could arrange for the magazine subscription to be posted directly to his father's address and Lloyds said the only way that could be done is if the address on the account was his fathers. At that point it was down to Mr D to decide whether he registered the account to his own address or his fathers. I don't think it's likely, based on the evidence I've seen, that Lloyds advised him to do this, or made him do this. I think it's more likely that it was suggested as an option for Mr D to consider.

The information Lloyds provides to credit reference agencies has to be an accurate reflection of the information they hold about a customer. So, if the address associated with the account at the time was Mr D's fathers, then this is the information Lloyds would've provided to the credit reference agencies. I've not seen any evidence to show that the address is impacting Mr D's credit score or his ability to obtain credit. There are many contributing factors to a credit score and if Mr D has concerns about his, he should contact the credit reference agencies and they will be able to provide more information about his score and what he can do to improve it.

Lloyds has provided reassurance that the address it now holds on record is Mr D's, not his father's. So, I don't think there is anything further for it to update or do.

Given what I've said above, I don't think Lloyds has acted unfairly and as a result I don't think it needs to do anything further or pay Mr D any compensation.

### **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 D to accept or reject my decision before 8 August 2023.

Rachel Killian  
**Ombudsman**