

## **The complaint**

Mrs M complains that Creation Financial Services Limited (Creation) gave her incorrect information about a refund to her credit card.

## **What happened**

Mrs M has a credit card with Creation. In July 2019 she expected to see a large refund applied to her account. The refund was for purchases made in January and May 2019. Mrs M says she kept checking her account using her mobile app and there wasn't any sign of the transaction being refunded.

Mrs M contacted Creation and it first told her the refund hadn't been applied. This led to Mrs M chasing the business that was supposed to be giving her a refund. She also says she spent money on her card as believed she hadn't had the refund yet. When Mrs M was told the refund had been processed she contacted Creation again. It then explained that it had been applied – but that it showed on her statement as being refunded on the date it was purchased.

When Mrs M complained to Creation it said it didn't make a mistake in the way it displayed the balance of Mrs M's account. But it did later acknowledge that it gave Mrs M incorrect information about how the refund was shown and when it was applied. So, it gave Mrs M £50 compensation for this.

Our investigator didn't uphold this complaint. She explained that the paper statements Mrs M gave us show the refunds and there was no evidence to show Creation had made a mistake here. She did understand that the incorrect information caused Mrs M frustration and confusion but felt the £50 compensation Creation offered was fair and reasonable.

Mrs M disagreed and asked for an ombudsman to review the complaint. She said that she used the app to monitor her account and the refunds didn't appear anywhere during those months. She said it was this that led her to making numerous phone calls to Creation and to the business who gave her the refund. So, she feels a mistake was made with the display of the refunds and that this caused her to overspend on her account.

## **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 understand the frustration Mrs M experienced when she couldn't see her refunds and when she was told incorrect information. My role here is to look at what Creation did wrong, and if it has done enough to put things right.

### *Statements*

Mrs M has told us that she uses her app to monitor her account, and that she usually has paperless statements. But she's told us she requested a statement to show the refunds. I've seen the paper statement for July 2019. At the top of the statement it shows the credits into

the account including the payments Mrs M made as well as these refunds. The refunds do show different dates next to them but they are included in the credits section of the paper statement. So, I think it was clear that the refunds were applied correctly to Mrs M's account and that her paper statement she ordered makes this clear.

I've not been able to see what the app showed Mrs M in July 2019. She's shown us an example of how refunds look from this year. I can see they appear to be credited on the date the refund is showing. But I can't say this wasn't showing in July last year, or that the app hasn't changed since then. I think it's likely Mrs M couldn't see her refunds on her app at the time which is why she contacted Creation about it. But this isn't to say that her available balance was incorrect, or that the refunds hadn't been processed. Her paper statement clearly shows it had been. So, I don't think Creation has made a mistake. It applied the refund when it was processed and showed Mrs M her correct available balance throughout. It also had the details on the full statement to show the refund had been made.

### *Incorrect information*

Mrs M tried to find out whether the refunds had been processed by contacting Creation. And it told her incorrect information. This led her to spending time contacting the business that processed the refund. I can imagine it was very frustrating to have to do this when Creation should've been able to tell her the refund had been processed. It's also clear that Creation didn't tell her where to find the refund using her app.

I do think Creation has made a mistake here, but it was able to explain that the refund had been applied in later calls and it apologised for its mistake. I can also see that the July paper statement Mrs M received showed the refund. Creation has paid Mrs M £50 for the trouble and upset the incorrect information caused and I think this is fair and reasonable. The only mistake I can see Creation has made here is during the call it had with Mrs M. And this led to frustration and inconvenience for her. I understand Mrs M felt that this led her to overspend on her account. But Mrs M chose to use her account for further purchases knowing she didn't have a clear answer of whether the refunds had been applied. She was aware of her available balance at the time she made those additional transactions, and she'd been told by the retailer that her refund had been processed. So, whilst I understand she had to query this, and Creation caused some confusion, I don't think Creation were responsible for Mrs M's overspend.

### **My final decision**

I don't uphold this complaint. The compensation Creation Financial Services Limited gave Mrs M was fair and reasonable.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mrs M to accept or reject my decision before 11 September 2020.

Charlotte Wilson  
**Ombudsman**