

The complaint

Mr H complains that Vanquis Bank Limited gave him incorrect information which resulted in his credit score dropping.

What happened

Mr H says he spoke to Vanquis and it advised him that to improve his credit score he should spend 90% of his credit limit. He says he did that, but his credit score dropped. Mr H says Vanquis accepts it gave him incorrect information, but he would like it to sort out the damage to his credit file.

Vanquis accepts it made a mistake and gave Mr H incorrect information. It's offered £75 compensation but says it can't make any changes to his credit file.

Mr H brought his complaint to us and our investigator didn't uphold it. The investigator thought the compensation offer of £75 was fair and reasonable and couldn't consider any impact that may have happened but didn't. The investigator didn't think Vanquis could report any other information to the Credit Reference Agency's (CRA's) or that it could make any changes to Mr H's credit file.

Mr H doesn't accept that view.

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 have come to the overall view that Vanquis has made a fair and reasonable compensation offer and I don't require it to increase that offer or do anything further in the circumstances of this complaint. I appreciate Mr H will be disappointed by my decision.

There is no question here that Vanquis made a mistake by giving Mr H incorrect information. I have listened to the telephone calls between the parties and I'm satisfied that Vanquis accepted during one of those calls that it accepted making a mistake and offered Mr H £75 compensation. I'm satisfied that compensation offer is fair and reasonable and I have not seen any evidence that the mistake caused any financial loss to Mr H. I accept Mr H was caused inconvenience and that he was given incorrect information. But I can't consider any potential impact that may have taken place.

I appreciate Mr H would like Vanquis to rectify the damage to his credit file. I can't fairly order Vanquis to take such steps and can't see what it could do to sort that issue out. I'm satisfied Vanquis must report accurate information to the CRA's and that is what took place here. I also think that Mr H hasn't provided a copy of his credit file and I can't be certain how Vanquis's advice impacted on the credit file or if there were other matters that affected the score.

Overall, I'm satisfied Vanquis has acted fairly by offering what I think is a fair and reasonable amount of compensation. I have looked at Vanquis's records and I think it likely that the £75 has been paid. If that is not the case, then no doubt Vanquis will arrange for that payment to be made if Mr H wishes to accept it.

My final decision

My final decision is that Vanquis Bank Limited has made a fair and reasonable compensation offer.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr H to accept or reject my decision before 31 July 2021.

David Singh
Ombudsman