

The complaint

Mr O complains that Vanquis Bank Limited has registered adverse information on his credit file.

What happened

Mr O says he told Vanquis that he had difficulties making required payments towards his credit card debt. He says he explained he had health problems, but Vanquis still registered four late payment markers on his credit file. Mr O says that is unjust and that he needs a clear credit file for work reasons. He would like that adverse information removed from his credit file.

Vanquis says Mr O contacted it in March 2021 and told it about his health problems. It says it agreed an interest free repayment plan and refunded some of the fees. But it says Mr O missed required payments from September 2020 and so it didn't make a mistake by reporting those missed payments to the Credit Reference Agencies (CRA's).

Mr O brought his complaint to us and our investigator didn't uphold it. The investigator thought Mr O missed a number of required payments and didn't tell Vanquis about any health problems until some time after they were missed. The investigator thought Vanquis was obliged to accurately report information about its customers accounts to the CRA's and so didn't make a mistake by doing so.

Mr O doesn't accept that view and says he was honest with Vanquis about his health problems and says the impact of the adverse information is significant.

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 I don't uphold this complaint. I appreciate Mr O will be disappointed by my decision.

I'm satisfied that Vanquis is obliged in line with its regulatory duties to accurately report the account position of its customers to the CRA's. I have no doubt Mr O appreciates the importance of accurate information being reported and what its used for. So, I don't think Vanquis made a mistake or acted unfairly by reporting the missed payments on Mr O's account to the CRA's. I have looked carefully at Vanquis's records and I'm satisfied that there were a number of months of missed required payments from September 2020 on.

I appreciate that Mr O made contact with Vanquis in March 2021 which I think was some months after the first of the missed payments. And I also appreciate Mr O explained to Vanquis that he had health problems. But I don't think Vanquis was obliged to remove the late payment markers in those circumstances, as I think they were correctly recorded and accurately reflected the account management at the time. I don't think Vanquis could have known about those health issues until Mr O told it about them.

I can see that when Vanquis was made aware of Mr O's health and financial problems that it tried to help him by refunding fees and agreeing a repayment plan. I appreciate that is not the key issue in this complaint but make it clear that I think Vanquis acted positively and sympathetically.

Overall, I'm satisfied that Vanquis accurately reported Mr O's account position to the CRA's and so I find it would be unfair to order that the late payment marker information be removed from Mr O's credit file.

My final decision

My final decision is that I don't uphold this complaint.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr O to accept or reject my decision before 19 April 2022.

David Singh
Ombudsman