

The complaint

Mrs P complains that TransUnion International UK Limited trading as TransUnion reported someone else's information on her credit file.

What happened

Mrs P's mortgage application was turned down so she checked her credit file. Mrs P found information and entries about credit in someone else's name including a mortgage, loan, bank accounts and credit card as well as linked addresses.

Mrs P complained to TransUnion and it took steps to amend her credit file. TransUnion said the issue had been caused after Mrs P's data merged with someone who had similar personal information. TransUnion offered Mrs P £50 to apologise and said it would consider her losses.

Mrs P referred her complaint to this service and it was passed to an investigator. They upheld the complaint and recommended TransUnion pay Mrs P £500 and take steps to ensure the third party information has been removed from her credit file. TransUnion offered £250 but didn't agree to pay the settlement recommended by the investigator. As a result, Mrs P's complaint has been passed to me to make a decision.

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.

Mrs P has explained she was pregnant and looking for a new home when the problems with her credit file were discovered. Mrs P has told us her mortgage application was declined when the lender found unreported entries on her credit file that didn't match her application data. TransUnion accepts its systems merged two peoples' details which meant Mrs P's entry was wrong and says it's taken steps to fix the errors.

As all parties broadly agree about what happened, I've focused on how I think Mrs P's complaint should be resolved. Mrs P has told us her mortgage application was declined and process of purchasing a property substantially delayed. In addition to this, Mrs P was pregnant and I can understand how frustrating it must've been to have to deal with the credit file issues at this time. I agree with the investigator that the issues raised had a significant impact on Mrs P and caused unnecessary distress and inconvenience.

TransUnion made a counteroffer of £250 but I'm not persuaded that's a fair way to resolve Mrs P's complaint. In addition to ensuring Mrs P's credit file information is correct I'm going to tell TransUnion to pay Mrs P a total of £500 for the distress and inconvenience caused by the issues raised. In my view, that figure more fairly reflects what happened and how Mrs P was impacted.

My final decision

My decision is that I uphold this complaint and direct TransUnion International UK Limited trading as TransUnion to pay Mrs P a total of £500 (less any compensation already paid) and ensure her credit file is fully corrected.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mrs P to accept or reject my decision before 29 April 2022.

Marco Manente
Ombudsman