

The complaint

Ms S complains that Arrow Global failed to show payments she made on a periodic statement.

What happened

Arrow owns an account in Ms S' name and she makes regular monthly payments towards the outstanding balance. In October 2021 Arrow sent Ms S a periodic statement and said it showed the payments she'd made between 1 October 2020 and 30 September 2021.

Ms S contacted Arrow and said not all the payments she made were noted on the periodic statement. Ms S complained and asked Arrow to look at her account and check it had credited all her payments.

Arrow issued a final response and said it had located a payment from April 2021 that hadn't been credited to the balance. Ms S referred her complaint to this service and it was passed to an investigator. Arrow sent us a file submission which included a record of payments Ms S had made. The payment history provided differed to the periodic statement and information contained in the final response.

The investigator upheld Ms S' complaint and asked Arrow to send Ms S an updated periodic statement that contained all the payments she made. The investigator also recommended that Arrow pay Ms S £75 for the distress and inconvenience caused. Despite issuing their view in early March 2022 Arrow didn't respond. As a result, Ms 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.

There's a clear difference between the periodic statement and payment history Arrow sent us. I can see payments were made by Ms S between February 2021 and September 2021 were received by Arrow but not shown on the periodic statement. As a result, the periodic statement contained the wrong outstanding balance figure.

Ms S has been trying to resolve this matter with Arrow for some time now and has asked for an updated statement to be issued. I think that's a fair request. I note we have a payment history on file which is evidence I've used to reach my decision. I'll ask our investigator to forward a copy of this to Ms S. It shows the outstanding balance was actually £4,812.95 on 24 September 2021.

Our investigator recommended Arrow pay Ms S £75 to reflect the distress and inconvenience caused by its errors. I think that's fair and reflects the level of trouble and upset caused.

My final decision

My decision is that I uphold Ms S' complaint and direct Arrow Global Limited to settle as follows:

- Pay Ms S £75
- Send Ms S an updated periodic statement showing all payments made for the period October 2020 to September 2021

Under the rules of the Financial Ombudsman Service, I'm required to ask Ms S to accept or reject my decision before 9 June 2022.

Marco Manente
Ombudsman