

## **The complaint**

Miss B complains that Creation Consumer Finance Ltd had recorded loans in her name that she says were taken out fraudulently.

## **What happened**

Miss B contacted Creation about the loans. She said that these were taken out in 2018 by a family member without her knowledge. She was unhappy that it didn't deal with this.

Creation upheld her complaint on the basis that it didn't provide sufficient details to Miss B to help with the fraud claim and this caused delays. It said that this was resolved by the accounts being closed.

Our investigator noted from a recent copy of Miss B's credit record that one account was still showing and with a default. He recommended that the complaint be upheld, and Creation be required to remove this entry and compensate Miss B £100 for the distress and inconvenience caused.

Miss B agreed with this resolution, but Creation didn't respond so the complaint was passed for 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.

I note that in the final response letter of 2 June 2021 Creation stated that its fraud department would be contacting Miss B about the next steps. And on 6 September 2021 a letter was sent to Miss B stating that the accounts referred to had been closed. And that *"a request will be sent to credit reference agencies to remove any data relating to this account from your credit file. Please be aware that this may take a few weeks for the relevant agency to action."*

Miss B had provided a copy of her credit record from one agency produced on 21 April 2022. One of the loans is still showing and with a default. She's explained to this service the efforts she made to contact Creation before she complained.

Given that Creation has agreed to close the accounts and remove the data I don't need to make any findings about the way in which these applications were made. But in the circumstances I do think it reasonable that Miss B receives compensation for the distress and inconvenience caused to her and that Creation now takes the action it's agreed to.

## **My final decision**

My decision is that I uphold this complaint and I require Creation Consumer Finance Ltd:

- 1) To remove the reported information to credit reference agencies about all these loans.

2) To pay Miss B £100 in compensation.

Under the rules of the Financial Ombudsman Service, I'm required to ask Miss B to accept or reject my decision before 13 July 2022.

Michael Crewe  
**Ombudsman**