

The complaint

Mr B complains about how NewDay Ltd dealt with him when he lost his job.

What happened

Mr B says he lost his job and contacted NewDay about his credit card account and debt in early 2023. He says NewDay didn't respond or offer any help.

NewDay accepts it didn't respond to Mr B when he contacted it and made an offer to refund late payment fees, interest and pay £75 as a gesture of goodwill.

Mr B brought his complaint to us, and our investigator thought NewDay should refund interest from when Mr B first contacted it in early 2023 until it did try and speak to him. The investigator thought the rest of NewDay's offer fair and reasonable.

Mr B accepted the investigator's view and confirmed his credit file had been amended but he said he hadn't received the interest refund or goodwill gesture.

NewDay also agreed with the investigator's view and has provided us with the June 2023 account statement which confirms the refunds and goodwill gesture were applied.

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 same overall view reached by the investigator.

NewDay knows that it should treat customers in financial difficulties positively and sympathetically. There is no question here that NewDay didn't treat Mr B in such a way when he first contacted it and that it took some time to contact him. I have no doubt that delay caused Mr B distress and inconvenience.

I'm satisfied that NewDay has fairly offered to refund interest and late payment fees. And that it has offered to remove adverse information from Mr B's credit card account as well as paid what I think is a fair and reasonable goodwill payment of £75.

I can see all parties agreed with the investigator's view. And Mr B has told us that he has agreed a repayment plan with NewDay.

I have looked at Mr B's account statement from June 2023 and am satisfied the late payment fees and interest were refunded to him and that the payment of £75 was credited to his account. So, I am unsure why Mr B says they were not received.

Overall, I'm satisfied NewDay has fairly complied with the investigator's view including removing the adverse information from Mr B's credit file. I appreciate Mr B may have been expecting the interest refund and fees to be paid into a different account. But I'm satisfied that he didn't pay the interest or fees and so the fairest approach would be to reduce the

balance Mr B owes NewDay.

Putting things right

I'm satisfied that NewDay has complied with the investigator view as agreed by Mr B and I don't require NewDay to do anything further in the circumstances of this complaint.

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 B to accept or reject my decision before 5 December 2023.

David Singh
Ombudsman