

## **The complaint**

Mr M complains that NewDay Ltd failed to close all of his accounts, which has affected his credit file.

## **What happened**

Mr M says he paid off his three NewDay credit card accounts in or around 8 July 2022 and asked it to close the accounts. He says two accounts were closed but a third was not. Mr M says this impacted significantly on his financial position and affected his mortgage application. He would like compensation for what took place.

NewDay says Mr M contacted it online on 8 July 2022 to close two of his accounts which it did. It says it takes about 90 days for the Credit Reference Agency's to update their records. NewDay says Mr M then contacted it about the third account and it closed that account as well in October 2022.

Mr M brought his complaint to us and says there were numerous calls to NewDay about the third account and it was during a call he asked for all three accounts to be closed. Our investigator didn't uphold the complaint and thought Mr M closed the two accounts online and that NewDay hadn't made a mistake.

Mr M doesn't accept that view and in summary questions why he would pay off three balances and only close two accounts. He says he called NewDay after 8 July 2022 about closing the account and says he couldn't have paid off the balances online as he didn't have the account details.

I asked both sides for further information.

Mr M says it is unreasonable to expect him to provide evidence of the call to NewDay in July 2022 and says it should provide them.

NewDay says it has searched again for call recordings without success and says Mr M made the payments via faster payment in July 2022 for the three accounts.

## **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 have looked carefully at NewDay's records and am satisfied it has searched, without success, for the call Mr M says he made in July 2022 in which he says he asked for all three accounts to be closed. I can see that Mr M has been unable to provide evidence of that call from, for example a telephone bill. I can see on NewDay's records there is an online request to close two of the three accounts but not the third account.

So, I think on balance that Mr M made an online request to close his accounts which he did

for two of the three accounts. I don't think on balance there was a telephone call by Mr M on that occasion and that it more likely than not, Mr M may have thought a request had been made for all the accounts to be closed. I say that as I think there is clear evidence on two of the accounts that the request to close them was made online and not via a telephone call. I think it likely NewDay and Mr M would have been able to provide evidence of a call if made and that it unlikely NewDays's account notes would have clear reference to an online request unless it was made in that way.

I appreciate Mr M says he couldn't have made the payments prior to closing the accounts online as he didn't have the account numbers. I can see the payments were made as faster payments and think it likely he had made payments in that way in the past. So, I think it likely such account numbers would have been recorded on Mr M's online records from the bank he made the payments from. I can also see on 3 July 2022 it appears Mr M made an application for a "Money Transfer" which I think suggests he had online access as well as account details at that time.

It follows that I can't fairly hold NewDay responsible for the delay in closing the third account and don't think it made a mistake or failed to follow Mr M's instructions. I have not seen any evidence from either party that follow up requests were made to close the account until October 2022. But in any event, I can't see what impact a delay in closing a credit card account which was not in arrears would have had on a credit file or mortgage application. I don't think Mr M has provided any evidence that the third account impacted on his mortgage application.

Overall, I have no doubt Mr M intended to close all three credit card accounts but only sent two nor three messages to NewDay to close the accounts. I can't in those circumstances hold NewDay responsible for what took place and think it closed the third account when asked to do so. In any event I don't think a delay in closing an up-to-date credit card account would impact on a mortgage or credit application. I find this now brings an end in what we in trying to resolve this dispute informally can do.

### **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 M to accept or reject my decision before 24 January 2024.

David Singh  
**Ombudsman**