

## **The complaint**

Miss H complains Jaja Finance Ltd have closed down her credit card with them as a result of no longer offering that product – and it's had an adverse impact on her credit file.

## **What happened**

Miss H complains that Jaja have closed down the credit card she holds with them, and this has had an adverse impact on her credit file because they didn't tell the credit reference agencies (CRAs) the reason for the closure.

Jaja didn't uphold Miss H's complaint as the impact to her credit file was outside of their control. They said they'd made the difficult decision to discontinue the Jaja credit card, and this wasn't anything to do with how Miss H had run her account. Jaja quoted the relevant terms of the account that they say allowed them to do this. Jaja explained the CRAs are responsible for the way credit scores are calculated.

While looking into things, Miss H also explained Jaja hadn't provided her a Data Subject Access Request (DSAR) she'd asked for – and she also asked for issues regarding the CRAs to be added to her complaint as they weren't helping her either when an unknown address got linked to her account.

During this time, our Investigator asked Miss H if she could provide a copy of her credit file to us – so we could understand what precisely it was she was concerned about. In response, Miss H let us know she was having difficulties with the CRAs in getting her credit file.

One of our Investigators decided to press ahead with considering the case – on the basis no evidence had been provided by Miss H to show Jaja had reported incorrect information. Overall, they didn't uphold the complaint.

Miss H didn't accept this, in summary she said:

- We'd completely ignored the negative impact on her credit file as a result of the incomplete information Jaja had provided to the CRAs
- She also complained about their failure to properly address this
- She's unhappy they haven't provided her with a DSAR she asked for showing exactly what had been provided to the CRAs

Miss H told us on 21 November 2023 she was just being posted a report of her credit file. Our Investigator acknowledged this, asked her to send it in to us, and said they'd review it. This evidence was never received.

As our Investigator didn't uphold Miss H's complaint, it was passed to me to decide. Before doing so, I thought it important Miss H knew:

- All new issues have to be raised with the relevant financial business first – so we couldn't consider her concerns about the delay in sending the DSAR – though if she had information relevant to this case she could submit it

- Any concerns she may have about the CRAs can't be included in this complaint either, as we can only look into complaints about one financial business under each case we consider

And, as things stood, it seemed Miss H may have thought she'd submitted evidence to us – but we hadn't received any.

One of our Investigators discussed all of this with Miss H – making sure she knew what would be covered in this decision, and what she'd need to complain about separately.

### **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.

The terms and conditions of Miss H's account say:

#### **13. Ending this agreement**

*13.4 Unless there are exceptional circumstances or unless you are in breach of this Agreement, we can end this Agreement at any time by giving you at least two months' written notice. The Agreement will then terminate at the end of the period of two months beginning with the day after the day on which we give you notice.*

Jaja gave Miss H notice on 23 March 2023 they were going to close the account – and then did so later on (two different dates have been given of 31 May 2023 and 17 July 2023 – either way the appropriate notice was given).

So, I'm satisfied Jaja were allowed to end Miss H's credit card account with them in the way they did – as they did give her two months' notice.

But Miss H's concern isn't about their decision to stop offering credit card accounts, she says it's the incomplete information they've given to the CRAs she's most concerned about.

Miss H told our service the incomplete information is that Jaja chose to close all their credit cards and didn't tell the CRAs. But, this isn't necessarily information I'd expect them to share with the CRAs explicitly – on the basis someone's credit card account being closed in itself isn't a 'negative' indicator. If Miss H's account was being marked as in default, or Jaja had recorded late payments, then they'd have done something wrong if that wasn't accurate. But that isn't what Miss H is saying.

I've noted Miss H said her credit score has reduced as a result of the closure of the credit card. But, unless Jaja had reported incorrect information (such as missed payments or a default) I think it's unlikely to be something I can say Jaja are responsible for. Miss H's credit score could have changed because her credit utilisation has changed as a result of the closure of the account – but this wouldn't be Jaja's responsibility. If she hasn't already, Miss H may want to discuss her concerns about her credit score with the relevant CRAs.

In the circumstances, I've no grounds on which to say Jaja have done anything wrong.

### **My final decision**

For the reasons I've explained above I don't uphold this complaint.

Under the rules of the Financial Ombudsman Service, I'm required to ask Miss H to accept

or reject my decision before 12 April 2024.

Jon Pearce  
**Ombudsman**