

The complaint

Mr J says Clydesdale Financial Services Limited, trading as Barclays Partner Finance (BPF), mis-handled his loan account. He says this resulted in his credit file being adversely affected.

What happened

In early November 2023, Mr J started the process of switching from his existing current account provider ('*bank A*') to another provider ('*bank B*'). His existing direct debits (DDs) were transferred accordingly, and banks A and B wrote to Mr J to confirm that.

When BPF was unable to collect Mr J's DD in relation to his loan, it reported a late payment to the credit reference agencies (CRAs). When Mr J complained, BPF responded that it had reported the late payment correctly since the DD had been cancelled.

Unhappy with BPF's actions, Mr J complained to this service. Our investigator considered the complaint but ultimately didn't recommend that it should be upheld. They believed BPF had acted fairly in reporting the late payment marker as it had, given the available information.

Mr J didn't agree with the investigator's findings. He said he cancelled his DDs with bank A but only after having received confirmation from the bank that they'd all been switched to bank B. Mr J asked the investigator why he'd had no issues with any of the other DDs he'd cancelled with bank A.

As the investigator was unable to resolve the complaint informally, it was passed to me to review afresh.

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.

It's evident from the available information that Mr J's DDs – including the one regarding BPF – all successfully transferred from bank A to bank B. It was only after that point that something went wrong. The issue for me to consider is whether BPF was responsible in any way for what went wrong.

Having done so, I don't uphold this complaint. I'll explain why.

Mr J accepts that he cancelled his DDs with bank A once he'd received confirmation that they'd all successfully transferred to bank B. It seems to me that BPF would have been able to collect payment had Mr J not cancelled the DD. I can't see that BPF was to blame in any way for the cancellation of the DD or for the payment not being collected.

I also can't see that BPF was responsible for banks A and B writing to Mr J to confirm the DDs had been transferred. So, if Mr J isn't happy with that aspect, he'd need to approach one or both of them in the first instance if he hasn't already done so.

I recognise that Mr J says he took the same action with his other DDs, and yet they were all collected as intended from bank B. I agree with him that it's not clear as to why only the DD for BPF was problematic. But I go back to what I said earlier about needing to be satisfied that BPF had done something wrong before I can fairly find against it.

Taking everything into account, and while acknowledging Mr J's strength of feeling to the contrary, I'm not persuaded that BPF's done anything wrong on this occasion or has otherwise treated him unfairly.

My final decision

For the reasons given, I don't uphold this complaint.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr J to accept or reject my decision before 20 August 2024.

Nimish Patel
Ombudsman