

The complaint

Mr Y complains that ONMO Limited (ONMO) held the incorrect contact information for him and didn't communicate with him when he tried to have it amended. Mr Y says this led to distress and inconvenience with his card transactions and to the closure of his account.

What happened

In March 2023, Mr Y entered into a credit card agreement with ONMO.

Mr Y said that In November 2023 he tried making an online purchase, but was advised further authorisation by text would be required. Mr Y said he didn't receive the verification text, and soon learned that ONMO held the incorrect phone number for him. Mr Y said he requested his phone number to be updated but received no response from ONMO, so he raised a complaint to them on 20 November 2023

Mr Y said it wasn't until 5 January 2024 that he managed to speak to ONMO about the issues. Mr Y said he asked for his account to be closed, which they did the same day, and issued their final response to his complaint.

In their final response, ONMO advised they were a new credit card provider developing their processes and thanked Mr Y for his feedback. However, they didn't address in any detail the concerns Mr Y had about his contact information.

Unhappy with their response, Mr Y brought his complaint to our service for investigation. He said as a result of the issues with his phone number, he was unable to use his card which impacted a planned holiday and had concerns about fraud on his account. Mr Y said he wanted to know why his phone number was incorrect and why ONMO failed to respond to him. Mr Y wanted compensation for the inconvenience caused.

In April 2024, having reviewed all the information on file, one of our investigators recommended that Mr Y's complaint should be upheld. The investigator concluded that as ONMO hadn't provided a business file, their opinion was based on the available evidence. The investigator concluded that Mr Y experienced some distress and inconvenience caused by ONMO's lack of contact, and so he should be paid £100 in compensation.

In April 2024 Mr Y accepted the investigator's assessment, and in May 2024 ONMO also confirmed their acceptance.

In June 2024 Mr Y confirmed that ONMO hadn't paid his compensation and so asked that his complaint could be referred to an ombudsman for a final decision. As the investigator also hadn't heard from ONMO, the case was reopened and passed to me for a final 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.

In considering what is fair and reasonable, I've thought about all the evidence and information provided afresh and the relevant law and regulations, regulators' rules, guidance and standards, codes of practice and (where appropriate) what I consider to have been good industry practice at the relevant time.

My starting point is that Mr Y complains about the administration in relation to a credit card account provided by ONMO. Entering into consumer credit contracts like this is a regulated activity, so I'm satisfied we can consider Mr Y's complaint about ONMO.

Although ONMO hasn't provided their business file on this case, Mr Y has provided a copy of the credit agreement which confirms details of the credit account and that he is the eligible complainant, I've also seen a copy of ONMO's final response and their acceptance of the investigator's assessment. So, I'm satisfied this complaint falls within the jurisdiction of our service.

Mr Y told us he made a number of attempts to contact ONMO about correcting his phone number, but that he hadn't received a response from them. He also explained the impact this had on him for example with booking a holiday and being concerned about fraud on his account and subsequently deciding to close it. Having considered the circumstances of this complaint, I don't think Mr Y's actions were unreasonable. I can't see that ONMO strived to provide any explanation or reassurance about Mr Y's concerns.

In their final response ONMO hasn't disputed what Mr Y has said. And in later correspondence they accepted the investigator's assessment of the case. So, as both parties have accepted what Mr Y has said about this complaint. I see no reason to conclude otherwise.

Mr Y was able to make card transactions through the services of another card provider, however I acknowledge this would have been a worrying time for him. Particularly as he received no update or context about the issue from ONMO. So, all things considered I think it's reasonable that ONMO should pay Mr Y some compensation, and I agree with the investigator that £100 is fair in the circumstances.

I recognise ONMO's communication throughout this complaint hasn't been forthcoming. For example, they've not provided their business file or followed through in a reasonable timeframe the recommendation of the investigator's assessment. I would remind ONMO of their responsibilities under the principles of the Financial Conduct Authority. Should Mr Y decide to accept this decision it will become binding on both parties.

My final decision

Having thought about everything above along with what is fair and reasonable in the circumstances, I uphold this complaint and instruct ONMO Limited to:

- Pay Mr Y £100 in compensation for the distress and inconvenience caused

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr Y to accept or reject my decision before 28 August 2024.

Benjamin John
Ombudsman