

## **The complaint**

Mr B complains about the way that Creation Financial Services Limited has dealt with his credit card account.

## **What happened**

Mr B owes money to Creation Financial Services under a credit agreement. He complained to it about a number of issues in April 2024, including the number of arrears letters that he'd received, that he wasn't receiving monthly statements and that he was unable to make a payment using the online account manager.

Creation Financial Services responded to his complaint in April 2024. It said that a block was placed on Mr B's account in December 2022 due to the way that the account had been managed and that it was there to help him manage his credit card account. It said that it was intended that it would ensure that regular, monthly communication was being made and that no additional interest charges were being applied. It said that the block restricted the functionality of the online account manager and its mobile app.

It accepted that there had been a communication error which delayed its debt recovery agent from contacting Mr B about the balance owing. It apologised for the delay and any distress caused and it upheld part of his complaint. It awarded him £75 compensation which it said would be credited to his account.

Mr B wasn't satisfied with its response so he complained to this service. He says that he's being sent threatening letters and being told that he's not paying the amounts due but he's not received any bills for nearly two years and has been paying the amounts due. He also says that he's not received the £75 compensation.

Mr B's complaint was looked at by one of this service's investigators who, having considered everything, didn't think that it should be upheld as he thought that Creation Financial Services had dealt with it fairly. He said that he could see that the £75 compensation was credited to Mr B's balance in April 2024 and that the last payment made by Mr B was in March 2024 so he didn't think that it was unreasonable that Creation Financial Services' debt recovery agent had been sending letters to Mr B.

Mr B didn't agree with the investigator's recommendation and asked for his complaint to be considered by an ombudsman. He says that Creation Financial Services didn't add the £75 to his account, it never told him the reason why he doesn't receive statements and it blocked him from using the online account manager. He also says that he believes that it hasn't deducted any of the payments that he's made as he can't log-in, it doesn't send him statements and he doesn't get references number when he makes payments.

## **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.

Creation Financial Services says that it stopped sending monthly statements to Mr B when his account was blocked in December in 2022, when there was a defaulted sum on his account. It says that that is to prompt Mr B to keep in contact with it regarding the account and to make monthly repayments. It said in its April 2024 letter to Mr B in response to his complaint that it's important for the customer to get in touch with its customer support department on a monthly basis in order to manage the account effectively and that the block on Mr B's account restricts the functionality of the online account manager and its mobile app. I can understand Mr B's frustration that he isn't receiving monthly statements and isn't able to use the online account manager - but it was a deliberate decision by Creation Financial Services to stop sending monthly statements to him and to restrict his use of the online account manager so that he would get in touch with it each month. I'm not persuaded that it was wrong for it to have made that decision.

Creation Financial Services upheld part of the complaint that Mr B made to it because it accepted that there had been a communication error which delayed its debt recovery agent from contacting Mr B about the balance owing. It apologised for the delay and any distress caused and it credited £75 compensation to his account in April 2024 and has provided evidence to show that it did so. I consider that to have been a fair and reasonable response to Mr B's complaint.

Mr B says that it didn't add the £75 to his account but he's provided no further evidence to support his claim that it didn't credit £75 to his account in April 2024. Mr B also says that he believes that Creation Financial Services hadn't deducted any of the payments that he's made to his account but it said in July 2024 that no payments had been received from Mr B since a payment of £40 in March 2024. Mr B hasn't provided any evidence to show that he's made any payments to Creation Financial Services during that period.

Creation Financial Services said in July 2024 that Mr B's account was £248.18 in arrears so its debt recovery agent was sending him arrears letters. I don't consider that it's unfair or unreasonable for Creation Financial Services' debt recovery agent to have sent arrears letters to Mr B in these circumstances and I'm not persuaded that those letters are unduly threatening letters or that Creation Financial Services is trying to bully Mr B.

I suggest that Mr B contacts Creation Financial Services about the arrears on his account. If he's unable to pay the arrears now he should explain his financial situation to it and try to agree an affordable payment plan for the amount that is due. It's required to respond to any financial difficulties that he's experiencing positively and sympathetically.

It's clear that Mr B feels very strongly about his complaint but I consider that Creation Financial Services responded to it fairly and reasonably. I find that it wouldn't be fair or reasonable in these circumstance for me to require it to take any further action in response to his complaint.

**My final decision**

For these reasons, my decision is that I don't uphold Mr B's complaint.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr B to accept or reject my decision before 3 October 2024.

Jarrold Hastings  
**Ombudsman**