

The complaint

Mr B complains that Fraser Group Financial Services Limited, trading as Studio Pay, (who I'll call Fraser Group) were unreasonable to report missed payments to his credit file.

What happened

Mr B says he missed payments towards his credit agreement between December 2022 and April 2023. He's upset that Fraser Group reported those missed payments to his credit file. He says it was unreasonable to do that as he was unable to register for an online account as they had his email address wrong, and because they stopped sending him text messages and letters to remind him payments were due, so he believed there was nothing to pay on the account.

Fraser Group didn't agree. They provided this Service with evidence they had been sending regular statements, arrears letters, and texts to Mr B. They explained that as Mr B's application was a mobile one, he would have entered the incorrect email address, but that they'd used that sparingly anyway.

Our investigator didn't think Fraser Group had done anything wrong, but Mr B disagreed, and he asked for a final decision by an ombudsman.

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.

I know it will disappoint Mr B, but I don't think Fraser Group have done anything wrong here. I'll explain why.

Where the information I've got is incomplete, unclear, or contradictory, as some of it is here I have to base my decision on the balance of probabilities.

I've read and considered the whole file, but I'll concentrate my comments on what I think is relevant. If I don't comment on any specific point it's not because I've failed to take it on board and think about it but because I don't think I need to comment on it in order to reach what I think is the right outcome.

Fraser Group have a responsibility to report account performance accurately to the Credit Reference Agencies.

They have provided statements, arrears letters, default notices, and text messages that show they sent communication to the same address and to the same telephone number that we have registered for Mr B. The communication and text messages span the whole period in which Mr B says the business reported missed payments. I think it's more likely than not that Mr B received those communications. I say that because he had made payments to his account manually before and it's unclear how he would know what to pay if he hadn't received statements. He also explained to this Service that he was prompted to complain

when he received a letter explaining he had missed five payments, and if he received that letter, I think it's likely he received others. Fraser Group have explained that they have not had any mail returned and that text messages were logged as received. It was Mr B's responsibility to ensure that he repaid the credit that was advanced and on the information I have reviewed I'm not persuaded that Fraser Group did anything wrong here.

My final decision

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

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

Phillip McMahon
Ombudsman