

The complaint

Miss A complains that American Express Services Europe Limited (AESEL) reported her account as overdue and of the negative impact of this on her credit file. She would like her debt cancelled.

What happened

The details of this complaint are well known to both parties so I won't repeat them again here, instead I will focus on giving the reasons for my 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.

Having done so I have reached the following conclusions:-

- I am aware that Miss A has made two complaints about AESEL to our service both relating to her AESEL account. I need to make it clear that in this decision I will only be covering her account being reported as overdue and the impact this had. I won't be considering the default issue as this is the subject of a separate, ongoing, complaint.
- As I understand it the last payment Miss A made was on 14 May 2023. From AESEL's notes it seems there was some discussion over Miss A's financial circumstances, but no further payments were made. I have seen the terms and conditions for the account which make clear the implications, including the possible impact on credit files, of not making payments.
- I have listened to the call Miss A had with AESEL on 22 June 2023. In this call Miss A agrees to go onto repayment plan. AESEL explain that she will need to agree affordable repayments with the third party who will manage the plan. Also that if she agrees such repayments her credit file will show as in a payment plan. However there is no agreement in this call to suspend payments for a period of time. AESEL has confirmed Miss A didn't then make any further payments to her account. So on that basis I can't conclude that AESEL were wrong to record late payments on Miss A's credit file.
- Based on the information I have seen I can't reasonably ask AESEL to amend Miss A's credit file – it's important that credit files accurately reflect account history which includes showing missed payments. Nor do have I any grounds to ask AESEL to cancel Miss A's debt

My final decision

My final decision is that I don't uphold this complaint.

Under the rules of the Financial Ombudsman Service, I'm required to ask Ms A to accept or reject my decision before 23 October 2024.

Bridget Makins
Ombudsman