

## **The complaint**

Mr G complains about the time it took Yonder Technology Ltd to action his request to downgrade his credit card account. He's also unhappy with the level of service they provided.

## **What happened**

The details of this complaint are well-known to both parties, so I won't repeat them again here. The facts aren't in dispute, so I'll focus on giving the reasons for my decision.

I issued my provisional decision on 4 October 2024 and explained I was minded to ask Yonder to pay Mr G an additional £50 to resolve his complaint. I gave both parties until 18 October 2024 to respond.

Both Yonder and Mr G accepted my provisional decision, so my decision remains the same.

## **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 considered everything, I'm upholding Mr G's complaint for the following reasons:

- Yonder has accepted it took them longer than it should, to downgrade Mr G's credit card account after he asked for this to happen. When acknowledging their mistake, they refunded the £15 membership fee he was incorrectly charged, and they paid him an additional £15 to acknowledge how long it was taking to downgrade his account. Yonder also credited Mr G's account with 3,000 Yonder points he could spend on experiences. Given Yonder has already accepted their level of service fell short, I've had to decide if their award goes far enough to resolve Mr G's complaint.
- There are some changes to the terms of the credit agreement when an account is downgraded, such as a change in APR. Yonder has explained checks need to be carried out before the downgrade can be completed. Given the impact a downgrade can have on a customer's ability to manage their account, I don't consider this sounds unreasonable. As such, I also consider it's reasonable to expect that a downgrade may not always be approved – or if it is, it might not always be possible to be actioned immediately.

- In this case, the delay in downgrading Mr G's count was due to system errors Yonder was experiencing at the time. Because of this, it took around 37 days for Mr G's account to be downgraded. This delay resulted in Mr G being charged a membership fee when he shouldn't have been. So, I was pleased to see that Yonder refunded this fee on the same date Mr G was charged. Mr G has said he thinks he may have been charged a membership fee after this date. However, I've checked his statements and can't see that happened. Therefore, the additional £15 Yonder paid him, was a gesture of goodwill payment to recognise the distress and inconvenience he'd experienced.
- Mr G has questioned whether his account would have been downgraded had he not continued to chase Yonder, and he wants to be compensated for his time. Our service doesn't make findings on hypothetical scenarios, I can only comment on what actually happened. I'm satisfied the delay in downgrading Mr G's account was caused by Yonder's system errors and the time they spent investigating the complaint he raised. I've not seen evidence to persuade me that but for Mr G's level of chasing, his account wouldn't have been downgraded. Having reviewed Mr G's web chats with Yonder, I've seen he was told immediately that there were system issues, and they would downgrade his account once the issues were resolved. I'm satisfied Yonder took the necessary steps to explain what was happening and provide Mr G with assurances. I was also pleased to see that their agent was courteous and professional when explaining things to Mr G.
- I do think the level of service provided by Yonder fell short when there was some confusion about the credit limit. Mr G had asked for his credit limit to be increased, but when the downgrade was approved, Yonder said his credit limit would be reduced. This resulted in confusion and frustration for Mr G. So, this is something that needs to be considered when determining how Mr G's complaint should be resolved.
- When deciding a fair award, I have to consider what's fair and reasonable in the circumstances. And while I appreciate Mr G felt strongly about the matter, it was his choice to contact Yonder as frequently as he did. Managing an account does come with a level of inconvenience, and that's not something we'd ordinarily make an award for. So, I've considered this alongside the level of service Mr G received.
- Following my involvement, Yonder has offered to pay Mr G an additional £50 to recognise the distress and inconvenience he experienced. I consider this award is fair as Mr G's account was downgraded just over one month after he made his request. It also recognises the confusion he experienced when discussing his credit limit. I don't consider Mr G's concerns were ongoing for a prolonged period of time – and I've seen little evidence to suggest the delay caused Mr G significant financial concern or impact. In fact, the delay meant Mr G continued to have access to the enhanced benefits of the higher account without having to pay the membership fee that comes with it. Moreover, Yonder acted swiftly to refund the membership fee Mr G was incorrectly charged. They were also quick to pay him an additional £15 and credit his account with 3,000 Yonder points when Mr G raised concerns. This demonstrates Yonder took Mr G's concerns seriously and were determined to take steps to resolve matters.

For the reasons above, I'm asking Yonder to pay Mr G an additional £50.

**My final decision**

My final decision is that I'm upholding Mr G's complaint about Yonder Technology Ltd.

To put things right, Yonder Technology Ltd should pay Mr G an additional £50.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr G to accept or reject my decision before 5 November 2024.

Sarrah Turay  
**Ombudsman**