

The complaint

Ms A complains about how Capital One (Europe) plc (CapOne) reports her credit card information to credit reference agencies (CRAs)

What happened

Ms A's complains about how CapOne reports her credit card information to the CRAs.

I set out below the information was reported to the CRAs for the months in question:

Statement dated 5 July 2024:

	As per statement	Reported to CRAs by CapOne
Limit	£800	£800
Paid In	£80 – 26 June 2024 £354.26 – 28 June 2024 £33.06 – 5 July 2024 £33.06 – 5 July 2024	£500
Statement balance (opening balance)	£0.09	£0
<i>Current balance (as at 31 July 2024)</i>		<i>£326 (as at 31 July 2024)</i>

Statement dated 5 August :

	As per statement	Reported to CRAs by CapOne
Limit	£1800	£1800
Paid In	£250 – 25 July 2024 £276.50 - 2 August 2024	£526
Statement balance (opening balance)	£0	£0
<i>Current balance (as at 31 August 2024)</i>		<i>£139 (as at 31 August 2024)</i>

Ms A complains that CapOne changed their reporting date to the CRAs. So, the information sent for August 2024 didn't include the payment of £276.50 she paid in on 5 August 2024.

She says CapOne usually reported the information as at the 5th monthly – and it that had been the case at the end of July 2024, her balance would've been reported as being lower. As it was, the balance was reported earlier than 5th monthly, causing a higher balance to be reported.

Ms A says this meant her credit utilisation was shown as being higher and therefore her credit rating went down. This meant that the interest rates on loans she may apply for will be higher. This could have long term effects on her financial well-being.

CapOne said:

- In July 2024, the firm reported Ms A's credit limit as £800, balance £326 and payments received were £500. This was correct.
- The information is reported to the CRAs around the last day of every month. Information reported is: balance on the last day of the month; the balance of the last statement; any payments made on the last statement; any payments that have been late or missed.
- It is up to the CRAs to decide how the information is used.
- Ms A could file a notice of correction with the CRAs if she feels the information is incorrect.

Ms A brought her complaint to us. Our investigator looked at what CapOne reported and found the firm had done nothing wrong. In her view sent to Ms A, she focused on the *statement* balance reported; and the payments into the account each month. She said those were reported correctly.

Ms A didn't accept this and asked that an ombudsman look at her complaint.

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 looking at Ms A's complaint – this is about how CapOne reported her *end of month balance* to the CRAs. It is not about the accuracy of the other information reported.

The crux of Ms A's complaint is that CapOne changed the date when they reported the end of month balance to the CRAs. Specifically, she says that CapOne reported this information on 5th each month – so when she made the payment of £276.50 on 2 August 2024, she says this should've been included in the balance reported – and because it wasn't, her credit score reduced.

I asked CapOne more questions about this and I'm satisfied that the firm have made no errors, nor have they changed the reporting date.

It may be helpful to be clear here:

Ms A's complaint is about her *end of month balance*. *This cannot be seen on her statements* – as it is a 'point in time' balance as at the end of the month, and depends on the statement opening balance, plus purchases made, less payments received during the month.

CapOne told us they always report this balance as at the last working day of the month. There has been no change to that, and it is in line with other lenders' practices. CapOne didn't have a practice of reporting data as at 5th monthly.

The firm showed us the data they reported to the CRAs.

The reporting date may sometimes vary slightly because of weekends, or bank holidays. I noted that 31 July 2024 wasn't a weekend or bank holiday, so the reported balance was as at 31 July 2024.

Therefore, the credit paid in on 2 August 2024 wasn't included in the balance reported as at 31 July 2024. CapOne didn't change the reporting date as Ms A suspects – it was always going to be 31 July 2024.

So, as at 31 July 2024, CapOne reported the balance as £326. And as at the end of August 2024, it was reported as £139. I found no error on the part of CapOne.

It is for the CRAs to calculate Ms A's credit score – and many aspects are built into how this is worked out, of which CapOne's end of month balance and limit utilisation is only part. I can't say exactly how Ms A's credit score is worked out, but it will also include her payment history, and information from her other lenders.

Therefore, having reviewed Ms A's complaint, I am not upholding it – but I hope I have explained why, and what happens as regards CapOne's reporting to the CRAs. **(continued)**

My final decision

I do not 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 21 February 2025.

Martin Lord
Ombudsman