

The complaint

Mr H complains that Lendable Ltd (trading as Zable) had a system issue that meant his app did not update.

What happened

Mr H says that when he paid off the balance of his credit card, the app said it would be reflected within 15 minutes. When this didn't happen, Mr H says he complained to Zable and was told it was due to a system error. Mr H says this caused him to be stressed because interest was due to be added to the account and he was concerned about the impact on his credit score. He adds that he was provided with inconsistent information about when the app would be corrected which meant he had to take time out of work on multiple occasions.

Zable says there was an issue with its internal payment system and refunded the interest that was added to Mr H's account. It apologised for the circumstances and credited Mr H with a further £50 for the inconvenience caused.

Our investigator did not recommend the complaint should be upheld. He acknowledged that Zable had some system issues but found that the compensation offered was fair and reasonable.

Mr H responded to say, in summary, that he feels the compensation should be higher due to the time he had to take out of his working day and the financial stress caused.

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.

When Mr H made an online payment on 30 July 2024, it wasn't reflected in his credit card app within the expected 15 minutes, causing him to contact Zable. Zable said it would look into it and advised they would contact Mr H with any update. The issue was resolved on 5 August 2024 with Zable identifying a problem with its internal payment system.

Although Mr H's credit card account was initially charged interest, Zable has refunded that, and I can't see Mr H suffered any financial detriment as a result of the issue.

I accept that Mr H contacted Zable a number of times in the five days following the payment, and I acknowledge that he was concerned about the wider impact on his account and his credit file, but I consider Zable's level of compensation was fair in the circumstances. I say that because, although Mr H undoubtedly was concerned, Zable quickly offered to refund the interest charged and offered an apology and a small amount of compensation. This is in line

with our usual level of awards in such circumstances and I don't find Zable needs to do anything further.

My final decision

My decision is that I do not uphold this complaint.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr H to accept or reject my decision before 8 January 2025.

Amanda Williams
Ombudsman