

The complaint

Ms G complains Secure Trust Bank Plc trading as Moneyway put adverse information on her credit file even though she quickly caught up any missed payments.

What happened

Ms G has a credit agreement with Secure Trust and missed some payments. Ms G paid Secure Trust soon after missing them, and complained they'd been recorded as missed payments on her credit file, even though they were paid.

Secure Trust responded to say the information on Ms G's credit file was correct, but as a gesture of goodwill it had amended some of the adverse information.

Unhappy with this response, Ms G brought her complaint to this service. Ms G said she agreed she'd missed payments but immediately made a manual payment.

Ms G said Secure Trust was showing her payments as missed even though they were just late, and this was impacting her credit score. Ms G said Secure Trust making a gesture of goodwill must mean it made a mistake.

An investigator looked into Ms G's complaint but didn't think it should be upheld. The investigator said Ms G didn't make her payments on time, so there was no error in Secure Trust's credit file reporting.

The investigator said Ms G made a previous complaint about missed payments, and Secure Trust had now given her two gestures of goodwill, so it wouldn't make another. The investigator said it was Ms G's responsibility to pay on time.

Ms G didn't accept this outcome and said Secure Trust could have reported late payments and not missed payments. Ms G said her main issue was the agreement was showing as in arrears on her credit file even though Secure Trust had received the payment.

Ms G said the arrears meant she'd missed the payment and then not paid it, and this wasn't the case. Ms G asked for an ombudsman to decide things.

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.

There's no dispute Ms G missed payments to her agreement. Ms G says she caught these up quickly, but this doesn't mean they weren't missed.

Ms G says the record on her credit file should show as late, but credit files in the UK don't differentiate between missed and late, the information is the same. Ms G missed a payment on the date it was due, this is recorded as a missed payment.

And even if Ms G catches this payment up quickly, the credit file record is still an accurate representation of what happened, a payment was missed on the day it was due.

Ms G has said Secure Trust recorded her account as in arrears despite her making a payment later. But I think this record of arrears is to do with the credit file provider Ms G looked at, and how it chooses to record the data it has.

I don't think Secure Trust is responsible for how a credit file provider represents the missed payment. But Secure Trust is responsible for ensuring it passes on accurate data to the credit file providers, and I think it's done this.

Ms G complained to Secure Trust in 2023, and it responded to say it had removed the missed payment from Ms G's credit file. I can't comment on whether this is fair, this specific complaint hasn't been brought to this service.

Ms G has sent this service a screenshot of the missed payment in 2023, but this credit file excerpt isn't up to date, it says it was last updated in July 2023. Secure Trust responded to Ms G in August 2023, after the credit file in her screenshot was updated.

I've seen a record of what Secure Trust has shared with the credit file providers, and it appears to have amended the 2023 payment, so it no longer shows as missed.

But the only way to be sure of this is for Ms G to get an up to date copy of her credit file and I've asked the investigator to let Ms G know how to do this in a cover letter.

If Ms G gets a copy of her credit file and the 2023 payment is still showing as missed, I suggest she speaks to Secure Trust again.

When Ms G complained a second time, in 2024, Secure Trust again agreed to remove the adverse information from Ms G's credit file.

Again, I've looked at Secure Trust's records and it appears to have done what it said it would do. I don't think Secure Trust's recorded any missed payments from the start of the agreement through to September 2024, when it sent its second final response.

I don't think Secure Trust needed to agree to remove the missed payments from Ms G's credit file, she'd missed payments, and this was an accurate record of how Ms G had handled her credit agreement.

And this means I don't think Secure Trust agreed to the gesture of goodwill because it made a mistake. I think Secure Trust agreed to the gesture of goodwill simply because it was just that, a gesture to Ms G to try and resolve things for her.

I don't think Secure Trust could have done much more to help Ms G here, Ms G asked Secure Trust to remove what I think are fairly recorded missed payments from her credit file and it's done this.

Going forward Secure Trust has said it won't change future missed payments as gestures of goodwill, and this is a decision for Secure Trust to make.

I'd expect Secure Trust to amend any incorrect entries on Ms G's credit file, but if Ms G misses a payment in the future, even if she catches it up very quickly, there's a chance Secure Trust will record this as a missed payment.

I can see Ms G is very worried about the impact of negative, or adverse information on her credit file, so I'd suggest she makes the payment required under her agreement on the date it's due.

If Ms G does this, Secure Trust shouldn't record any payments as missed.

But I think Secure Trust made a fair decision to record Ms G's previous payments as missed.

Since Secure Trust has now removed these missed payments from Ms G's credit file, up to September 2024, and this isn't something I could have told it to do, I don't think Secure Trust needs to do more to resolve things for Ms G.

My final decision

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

Under the rules of the Financial Ombudsman Service, I'm required to ask Ms G to accept or reject my decision before 9 May 2025.

Chris Russ
Ombudsman