

The complaint

Mr M complains that Barclays Bank UK PLC (trading as Barclaycard) recorded incorrect information on his credit file.

What happened

Mr M says he was a few days late with a payment to his Barclaycard account due to his bank account having been hacked. He says Barclaycard has recorded this as a missed payment on his credit file which has resulted him being declined for a loan and a reduced credit limit on another credit card.

Barclaycard says Mr M had a direct debit set up to pay his Barclaycard account and, due to it being reversed in July 2024, this payment was three days late. It says it offers a grace period for late payments and, as long as the payment is received within 14 days of the due date, a first late payment is not reported to credit reference agencies. However, it says, Mr M's direct debit for August's payment was also returned and a manual payment was made seven days after the due date with a late payment fee being charged. Barclaycard acknowledged that Mr M said he'd had fraudulent activity on his bank account, but it says this was a different bank to the one with which his direct debit had been set up. Barclaycard agreed to refund the late payment fee, but it says it has correctly reported the second late payment to the credit reference agencies.

Our investigator did not recommend the complaint should be upheld. He was satisfied that Barclaycard had not acted unreasonably and explained that it is required to report accurate information to the credit reference agencies.

Mr M responded to request that an ombudsman reviewed his 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.

I have looked at Mr M's account statements from the relevant period, and I can see that, due to returned direct debits, July's payment was three days late and August's payment was seven days late. I acknowledge that Barclaycard allows one month's grace before reporting late payments to credit reference agencies, but I can't conclude it made an error when it reported August's late payment when it did. To be clear, Mr M's credit file will reflect that the payment was not made on time – rather than it being shown as late or missed.

I accept that Mr M says his bank account was hacked, but I understand that relates to a bank other than the one with which the direct debit was set up. So, I don't consider that to be a relevant factor in this case.

Although Barclaycard initially charged Mr M a late payment fee, I can see that was refunded to his account on 12 August 2024 as a gesture of goodwill.

Finally, I've considered what Mr M has said about his loan application and reduced credit limit on another card. I've seen no evidence that either of those things were directly caused by the late payment marker alone and, as such, I also cannot conclude that Mr M has suffered a financial detriment.

So, I find in all the circumstances of the complaint, that Barclaycard has not made any errors when reporting to the credit reference agencies and has responded fairly by refunding the late payment fee. As Barclaycard is obliged to report accurate information, I can't conclude it 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 M to accept or reject my decision before 18 March 2025.

Amanda Williams
Ombudsman