

## **The complaint**

Mr K has complained that Madison CF UK Limited, trading as 118118 Money ('118118'), has made incorrect and unfair reports about his account with it, to the credit reference agencies.

## **What happened**

Mr K had an account with 118118. However, 118118 defaulted it, due to missed repayments.

Mr K feels this was unfair. However, 118118 has explained there had been arrears on the account for some time, and that the required payment was not received, which is why the default was registered.

One of our investigators looked into what had happened. She felt that 118118 had behaved fairly, given the account history, as set out below.

Mr K was in a repayment arrangement, which meant that he needed to make a repayment of £90 by 26 May 2023. However, this wasn't made, so the full contractual repayment of £170.46 became due.

Our investigator explained that, as the £170.46 previously due on 2 May 2023, and the contractual payments due on 1 June 2023 and 3 July 2023 were not received, the account had been in arrears for three consecutive months. So, 118118 issued a default notice. This required Mr K to bring the account up-to-date by paying £421.38 before 27 July 2023. But, although he did make a repayment, it wasn't of the required amount, so the account was defaulted.

Mr K disagreed. He said there's a missed payment marker for April 2023, which is incorrect, as he made a repayment. But, our investigator explained that the marker is actually an 'arrangement to pay' marker, which accurately reflects what was happening with the account.

Mr K also said he believed he's overpaid the loan (as he's now settled the account). This is because he received an early settlement quote in July 2023. However, our investigator was satisfied that this was only valid if the account was settled by 15 August 2023. As it wasn't, the offer no longer applied.

Mr K was also concerned about discrepancies with his balance, but our investigator didn't think there was evidence of this, or of interest being applied incorrectly. She was also satisfied that the default balance was reported correctly, as being £591.84.

However, our investigator received further information from Mr K, which persuaded her that Mr K's credit file was showing incorrect information. What it should show was late payments for May, June and July 2023, and a default date of 28 July 2023. She queried this with 118118, and I understand this had now been corrected.

As Mr K disagreed, the complaint was then passed to me.

I wasn't minded to uphold it. But, as there's been significant correspondence regarding the

complaint, I thought it would assist both parties to set out my provisional findings, showing where things currently stand. They could then make any further submissions, should they wish.

In my provisional decision, I said I was satisfied that it was reasonable of 118118 to default the account, given the three months of arrears.

That said, the dates on Mr K's credit file needed to be amended, and my understanding is that this has happened.

Accordingly, I was satisfied that it was reasonable to default the account, and that Mr K's credit file is a correct representation of what has happened with his account.

Mr K disagreed, and asked that I reconsider.

### **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 done so, I'm not departing from my provisional decision. Mr K has made further submissions, and I thank him for these. But nothing he's provided persuades me that it was inherently unfair of 118118 to default the account, given the arrears history. And although I agree there were minor errors in the dates reported, I was satisfied from the evidence that these had been corrected.

For these reasons, I don't think there's anything 118118 should reasonably do in respect of this complaint.

### **My final decision**

For the reasons given above, it's my final decision not to uphold this complaint.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr K to accept or reject my decision before 19 February 2025.

Elsbeth Wood  
**Ombudsman**