

The complaint

Mr L complains about the lack of assistance he got from, and errors made by, Barclays Bank UK PLC when he took out a mortgage.

What happened

Mr L took out a mortgage with Barclays in July 2023. Barclays recorded the last two digits of his post code incorrectly. Mr L tried to set up an App for his mortgage and had difficulty doing so. Mr L tried to get assistance in branch and by phone and suffered delays in getting both these issues sorted. Mr L fears that the incorrect address on the mortgage may have affected his credit score and meant he was refused a contract by a telecom provider. Barclays responded on 3 September 2024 asking for a copy of the title deeds, apologising for the service, and offering £200 as compensation. Our investigator agreed that when Mr L told Barclays about the postcode issue it should have acted more quickly than it did but thought that the offer of compensation was fair. Mr L disagreed and asked for a review.

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.

It seems that, for whatever reason, Barclays had on its records the wrong post code on the flat that Mr L bought with the help of a Barclays mortgage in 2023. Sometimes with new properties, post codes do change and that may or may not be the reason that the post code was incorrect. As this is a mortgage, the address should match Barclays security and I understand why some time was taken to ensure that the address matches what's on the title deeds as happened here when the issue was brought to Barclays attention. Besides the poor service Mr L says he received, Mr L feels that the incorrect postcode negatively affected his credit record.

But Barclays has produced evidence that it was supplying information to the credit agencies from the start of the mortgage confirming that Mr L was meeting the mortgage payments as they fell due. I note that Mr L's credit score changes from time to time as do most credit scores which could be for any number of reasons. But I've been given no direct confirmation - such as from any of the credit reference agencies - that the poor credit scores were as a result of the incorrect post code issue. I have evidence that Barclays supplied correct information about the operation of Mr L's mortgage since its inception to those agencies. So, I can't fairly say that it was Barclays error that caused the negative credit scores.

I believe that the problem with the App and the post code was an inconvenience which required a reasonable effort from Mr L to correct but was not such that it should have caused him considerable distress upset and worry. So, looking at our guidelines, I believe that the offer of £200 by Barclays to settle this complaint is fair. I note that Mr L was inconvenienced by Barclays procedures whilst investigating his complaint. But Barclays procedures for investigating a complaint does not form part of our investigation. It is not of itself the provision of a financial service with which we are concerned.

My final decision

Barclays Bank UK PLC has offered £200 to settle this complaint which I consider is fair in all the circumstances. So, I require Barclays to pay Mr L £200.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr L to accept or reject my decision before 14 March 2025.

Gerard McManus
Ombudsman