

The complaint

Mr S complains that Tymit Ltd (Tymit) have reported inaccurate information to his credit file.

What happened

Mr S says that Tymit were wrong to report six missed payments to his credit file. He says that he made the payments.

Tymit explained that when Mr S's account had fallen into arrears, he had entered into a repayment plan with them, and he hadn't been paying the contractual minimum amount. They didn't think they'd done anything wrong.

Our investigator disagreed. He noted that the account started to be reported as six months in arrears in the middle of the repayment plan and he explained that it should have been reported as in an arrangement to pay.

As Tymit didn't respond and as Mr S didn't think the compensation of £250 the investigator had suggested was fair, the complaint has been referred to me, an ombudsman, for a decision.

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 don't think Tymit have reported Mr S's account performance correctly. I'll explain why.

Where the information I've got is incomplete, unclear, or contradictory, as some of it is here, I have to base my decision on the balance of probabilities.

I've read and considered the whole file, but I'll concentrate my comments on what I think is relevant. If I don't comment on any specific point, it's not because I've failed to take it on board and think about it but because I don't think I need to comment on it in order to reach what I think is the right outcome.

Tymit should ensure that information they report to the credit reference agencies is accurate, fair and up to date. If an account is in an arrangement to pay it must, therefore, be reported in a way that reflects the true status of the account.

Tymit and Mr S have explained that Mr S entered into an arrangement to pay £30 a month towards his debt from May 2021. I've not seen that that arrangement was ever modified, and the repayment information provided by Tymit shows that Mr S maintained those payments until at least September 2024.

The repayment was less than the Contractual Minimum Payment so if the account was in arrears before the arrangement was put in place that arrears status could have remained on the file. But that status would then not have changed throughout the period of the payment

arrangement and the account should also have been reported as being in an arrangement to pay.

I've reviewed the credit file information from Experian. That shows payments of £48 when repayments were £30 and the status of the account changes from '0' (no arrears) in June 2022 midway through the arrangement to pay, to '6' (six months in arrears) in June 2022. That information is wrong and Tymit will need to put it right to show an accurate payment record and to record the account as being in an arrangement to pay.

I've considered the impact that incorrect reporting is likely to have had on Mr S. I don't think I have been provided with sufficient evidence that the reporting of his Tymit account is the reason he was refused a mortgage or the reason why he may have struggled to obtain preferential credit rates. I can, however, understand that this will have been a worrying time for Mr S, and I think Tymit should pay him some compensation for the distress and inconvenience caused. In the circumstances, I think they should pay £250.

My final decision

For the reasons I've given above, I uphold this complaint and tell Tymit Ltd to:

- Pay Mr S £250 to compensate him for the distress and inconvenience caused.
- Review the reports they have made to Mr S's credit file since the payment arrangement was put in place. Ensure the amount paid, balance of the account and account status is checked and corrected where necessary and that the account is reported as in an arrangement to pay from 14 May 2021.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr S to accept or reject my decision before 29 April 2025.

Phillip McMahon
Ombudsman