



The complaint

Ms R had a debt with HSBC UK Bank Plc. She feels it unfairly recorded a default with the credit reference agencies ('CRAs').

What happened

Ms R had accrued debt with HSBC, and became unable to make repayments. Ultimately, a default was recorded. Ms R feels this was unfair, as a 'long-term affordability plan' had been entered into.

One of our investigators looked into what had happened, but thought it had been reasonable for HSBC to record a default, as no repayments had been made for a long period of time.

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 agree that HSBC behaved fairly. Although a plan had been put in place, this didn't include not making any repayments. And HSBC had clearly explained that arrears would accrue, and this could result in a default, if no repayments were made.

My final decision

It's my final decision not to uphold this complaint.

Under the rules of the Financial Ombudsman Service, I'm required to ask Ms R to accept or reject my decision before 6 June 2025.

Elspeth Wood
Ombudsman