

## **The complaint**

Miss N is unhappy that Barclays Bank UK PLC reported two missed payments to her credit file and reduced her credit limit on her account.

## **What happened**

Miss N has a credit account with Barclays. In February 2024, Barclays issued a monthly account statement which explained that the minimum required payment on the account was £52.35 which needed to be paid no later than 8 March 2024. But Miss N didn't pay the minimum required amount by the payment due date, but instead paid £50 a week later, on 15 March 2024. And because Miss N had paid less than the required minimum amount and had paid that amount after the payment due date, Barclays reported a missed payment to Miss N's credit file.

The following month, Barclays issued an account statement which explained that the next minimum payment on the account was £127.11 which was due by 8 April 2024. On this occasion, Miss N paid £150, but again made the payment a week after the due date, on 15 April 2024. Because of this, Barclays reported another missed payment to Miss N's credit file. And because Miss N now had two consecutive missed payments, Barclays made the decision to reduce the credit limit on her account.

Miss N wasn't happy that Barclays were reporting missed payments to her credit file, or that they had reduced her credit limit, so she raised a complaint. Barclays responded to Miss N but didn't feel that they'd done anything wrong regarding how they'd administered her account or reported her payment history to the credit reference agencies. Miss N didn't agree, so she referred her complaint to this service.

One of our investigators looked at this complaint. But they didn't feel Barclays had acted unfairly and so didn't uphold the complaint. Miss N remained dissatisfied, so the matter was escalated to an ombudsman for a final 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.

Having done so, I won't be upholding this complaint. This is because in March 2024, Miss N didn't pay the required minimum payment amount and made the partial payment that she did make a week later than the payment due date. And because in April 2024, Miss N again made her payment a week after the payment for that month was due. Because of this, I'm satisfied that it is fair and reasonable for Barclays to consider Miss N to have missed payments for those months and to have reported those missed payments to the credit reference agencies.

Miss N has explained that she didn't review the monthly statement for the March 2024 payment and so didn't realise that the required minimum payment amount was £52.35. And Miss N also explained that she usually just paid £50 per month, which until that time had

been enough to cover the minimum payment required.

But as the account holder, it was Miss N's responsibility to have monitored and understood the position of the account, including the minimum monthly payment required. And by not reviewing the account statement to confirm the minimum payment amount, and by instead making a payment of £50 without knowledge of the minimum payment amount, I feel that Miss N ran the risk of that £50 payment not being sufficient to meet the minimum payment amount required, which is precisely what happened in this instance.

I appreciate that Miss M might feel aggrieved that her failure to pay a relatively small amount, £2.35, has caused her to miss a payment on her account. But Barclays fulfilled their requirement to provide information about the minimum payment required to Miss N. And because of this, I'm satisfied that it's Miss N herself that should fairly be considered accountable for not paying the required minimum amount.

Miss N has also referred to information published by Barclays, which states that in certain circumstances they won't report a payment as being missed to the credit reference agencies, so long as that payment is made within 14 days of the payment due date. And Miss N has pointed out that, for the April 2024 payment, she did pay more than minimum required amount, and did make that payment within 14 days of the payment due date.

But the information that Miss N has referred to includes that, for Barclays to not report a missed payment, two conditions must be met. The first of these conditions is that Barclays must have received the previous month's payment on time. But Barclays didn't receive the March 2024 payment on time. Indeed, Miss N didn't make the full required payment for that month at all.

Accordingly, I'm satisfied that it is fair for Barclays to report a missed payment for March 2024 to the credit reference agencies, because Miss N didn't make the full minimum payment required, meaning that the 14-day grace period she refers to is invalid (because ultimately, she didn't pay the required amount). And I'm also satisfied that it's fair for Barclays to report a missed payment for April 2024, because Miss N didn't make the payment by the required date and because she wasn't eligible to avail of the 14-day grace period because she'd missed the previous month's payment.

Finally, given that Miss N had missed two consecutive payments to her account, I don't feel that it was unfair or unreasonable for Barclays to reassess how much credit they were willing to provide to her and to reduce her credit limit as they saw fit. And I note that Barclays right to reduce Miss N's credit limit is stipulated in the account terms and conditions, which Miss N agreed to and accepted when she opened the account.

All of which means that I don't feel that Barclays have acted unfairly as Miss N contends here, and it follows from this that I won't be upholding this complaint or instructing Barclays to take any further or alternative action. I realise this won't be the outcome Miss N was wanting, but I hope she'll understand, given what I've explained, why I've made the final decision that I have.

### **My final decision**

My final decision is that I do not uphold this complaint.

Under the rules of the Financial Ombudsman Service, I'm required to ask Miss N to accept or reject my decision before 26 May 2025.

Paul Cooper  
**Ombudsman**