

The complaint

Ms F complains that TSB Bank plc will not amend her credit file and will not take payments towards her credit card over the phone.

What happened

Ms F says that TSB has admitted that it made an error when it entered direct debit information. She says this led to adverse information on her credit file, but that TSB is refusing to amend it. Ms F adds that the stress is affecting her physically and mentally and although TSB has offered £50 for its error, she hasn't had any compensation for the impact on her health.

TSB says it completed a balance transfer to Ms F's credit card on 13 December 2023 and sent out the first statement on 8 January 2024 which requested a minimum payment of £6.83 by 2 February. No payment was received, so February's statement asked for a minimum payment of £13.66 by 4 March 2024. TSB says Ms F set up a direct debit on 28 February 2024 and made her first payment, manually, on 15 March 2024. As this payment was more than the minimum required on 4 April 2024, the scheduled direct debit wasn't taken. TSB says Ms F then complained that her direct debit hadn't been set up and it noticed that there was a digit missing from the sort code. It says it apologised and paid her £50 for this but confirmed that the late payment on her credit file, recorded in February 2024, was not caused by the error.

Our investigator did not recommend the complaint should be upheld. He did not consider that TSB's error in setting up the direct debit was the reason for the late payment marker.

Ms F responded to say, in summary, that she doesn't feel all the evidence has been reviewed, in particular information from the credit reference agency.

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.

TSB has now said the direct debit was, in fact, set up correctly on 28 February 2024, but that it was too late for the payment due on 4 March. It says that Ms F was told this during the call to set up the direct debit. TSB also says that the direct debit of £20.49 which was due on 4 April 2024 wasn't taken as Ms F had made a manual payment of £21 on 15 March. It confirms that the direct debit was then taken for the first time when it was due on 3 May 2024.

I have now listened to the call from 28 February 2024, and I'm satisfied that Ms F was told she would need to make manual payments until the direct debit was active. The agent says *"The credit card statement will advise when the direct debit is due to start. Until then you must continue to pay as normal."*

Later on in the call, Ms F asks if she can make a manual payment, but as she does not have a TSB bank account, TSB tells her she will need to make a bank transfer and offers to give her the details she will need. Ms F declines and I note she has complained about not being able to make the payment over the phone. However, TSB would not be able to authorise a payment from an account that is not its own. Ms F can contact her own bank to make such a payment by phone if she prefers that to an online bank transfer.

I've also looked at the evidence Ms F has sent regarding the entry on her credit file. I can see that the credit reference agency initially raised a dispute with TSB and offered to include a Notice of Correction in the meantime. As it has now received a response from TSB confirming the accuracy of the data it cannot amend the entry on Ms F's credit file.

TSB has sent proof that it has only marked February 2024's payment as late, even though Ms F did not make January's payment either. As I can't see TSB made an error when notifying the credit reference agencies about the status of Ms F's account in February 2024, I cannot ask it to make any amendments.

In summary, I find that Ms F's credit file is an accurate reflection of the management of her credit card account and that TSB did not make a mistake by recording a late payment marker in February 2024.

My final decision

My decision is that I do not uphold this complaint.

Under the rules of the Financial Ombudsman Service, I'm required to ask Ms F to accept or reject my decision before 25 August 2025.

Amanda Williams
Ombudsman