DRN-5656119

The complaint

Miss U complains that Barclays Bank UK PLC reported late payment markers on her credit file.

What happened

Miss U holds a credit card account with Barclays.

In 2024 the account fell into arrears. Barclays wrote to Miss U about the missed paymnt sin October 2024, November 2024, December 2024 and January 2025.

In January 2025 Miss U realised that her account was in arrears and paid the account balance.

In or around March 2025 Miss U applied for a mortgage but her application was declined due to adverse information on her credit file. Miss U discovered that Barclays had reported late payment markers.

Miss U went into her local Barclays branch in March 2025. She was advised that her account was up to date and that the late payment markers would be removed.

The late payment markers remained on Miss U's credit file so she complained to Barclays.

Barclays didn't uphold the complaint. In its final response it said it hadn't found any evidence that Miss U had been told that the late payment markers would be removed.

Miss U remained unhappy and brought her complaint to this service.

Our investigator upheld the complaint. He said that Barclays had acknowledged that there was some confusion regarding the advice given to Miss U about the removal of the markers and said that Barclays should pay compensation of £50 for any inconvenience caused.

Miss U didn't agree, She said she hadn't realised that the direct debit on the account had stopped and that as son as she realised that she'd missed payments and that the account was in arrears she paid the balance. Miss U said that when she paid the balance, she didn't realise that late payment markers had been reported on her credit file. She only discovered this when she tried to apply for a mortgage. Miss U said the impact that the late payments markers were having on her was disproportionate and she wanted them removed.

Because Miss U didn't agree I've been asked to review the complaint.

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 know it will disappoint Miss U, but I agree with the investigator's opinion. I'll explain why.

I’ve reviewed the terms and conditions of the account. These state that if a payment to the account is missed, this will be reported to the credit reference agencies as a late payment.

Miss U agreed to these terms and conditions when she took out the account.

I’ve reviewed the statements for the account and I can see that Miss U missed payments from October 2024 to January 2025.

I can also see that Barclays sent letters to Miss U each month advising her that she’d missed a payment.

Miss U has told this service that she was in hospital at the time and didn’t realise that her direct debit had stopped. I’m sorry to hear that Miss U was unwell. However I cant see that Miss U contacted Barclays to explain her circumstances. Ultimately its Miss U’s obligation to make sure that payments are made by the due date.

I appreciate that the late payment markers are having an adverse impact on Miss U’s credit file. However, I can’t ask Barclays to remove the markers because they haven’t been reported in error. Barclays – like all providers of credit - is under an obligation to report accurate information to the credit reference agencies. In this case Miss U has missed 4 consecutive payments on her account and Barclays have correctly reported this.

Miss U has said that she was informed by an advisor when she visited her local branch of Barclays that the late payment markers would be removed. I’ve reviewed the system notes provided by Barclays and these suggest that a call was reviewed in which an advisor gave advice which may have caused confusion. Based on what I’ve read I’m satisfied on balance that there was a customer service failing insofar as confusing advice was provided to Miss U. However, this doesn’t meant that Barclays need to remove the late payment markers because as I’ve said above, these accurately reflect the fact that Miss U missed several payments.

Putting things right

To put things right Barclays Bank UK PLC must pay compensation of £50 to Miss U.

My final decision

My final decision is that I uphold the complaint. Barclays Bank UK PLC must pay compensation of £50 to Miss U.

Under the rules of the Financial Ombudsman Service, I’m required to ask Miss U to accept or reject my decision before 3 September 2025.

Emma Davy
Ombudsman