

The complaint

Miss O complains about issues she suffered with her credit agreement/account with Creation Consumer Finance Ltd ("Creation").

What happened

Miss O has told us that she purchased some electrical equipment from a retailer in December 2024 but later realised that several other items had been added to her account which she didn't purchase.

She told us that she tried to resolve things with Creation but struggled to resolve things. Creation issued a final response letter (FRL) to her concerns in April 2025 and didn't uphold them. They said that they had confirmed the account was being used fraudulently, and the account balance would be written off, which was the correct process for them to follow.

Unhappy with this, Miss O brought her complaint to our service. It was investigated, and the investigator didn't uphold it, explaining that they had confirmed her credit file had been updated so it wasn't affected, the balance on the account had been written off, and while they could see some call backs weren't carried out in a timely fashion, they didn't feel this warranted any further compensation, particularly when Miss O confirmed that the goods she had actually purchased at a cost of around £180 also hadn't been paid for, as the whole balance of the account had been written off.

Miss O felt she had been significantly impacted and caused distress and inconvenience so should be due compensation, so asked for an Ombudsman to make 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've reached the same overall conclusions as the investigator, and for broadly the same reasons. If I haven't commented on any specific point, it's because I don't believe it's affected what I think is the right outcome. Where evidence has been incomplete or contradictory, I've reached my view on the balance of probabilities – what I think is most likely to have happened given the available evidence and wider circumstances.

In considering this complaint I've had regard to the relevant law and regulations; any regulator's rules, guidance and standards, codes of practice, and (if appropriate) what I consider was good industry practice at the time.

I think the answer provided to Miss O by the Investigator was correct, and I don't think there is much more for me to add. She hasn't suffered any ongoing issue either financially or with her credit file, and I think Creation dealt with things in a reasonable time frame.

The fact fraud happened on the account isn't Miss O's fault, but also, it isn't an indication that Creation have done anything wrong. To say Miss O was due more compensation, I'd

need to be persuaded that the service she received fell below what Creation should do, or that the fraudulent activity was due to a failing by Creation.

In fact, the reality is that her account was identified as being used fraudulently and closed in a reasonable timeframe, and a by product appears to be that she didn't have to pay for the product she had bought, as the entire account balance was written off.

I'm sorry if she felt distress and inconvenience due to what happened, but I'm not persuaded this was due to any failings by Creation. I'm satisfied this was more about her account being used fraudulently and the effect this had on her. Creation have dealt with things reasonably quickly and fairly and have also it seems written off around £180 of spending on goods which she received. I won't be asking Creation to do anything more.

My final decision

I am not upholding this complaint.

Under the rules of the Financial Ombudsman Service, I'm required to ask Miss O to accept or reject my decision before 30 December 2025.

Paul Cronin
Ombudsman