The complaint

Miss H complains that Barclays Bank UK PLC trading as Barclaycard reported a late payment marker on her credit file after she'd paid her account balance and closed the account.

What happened

Miss H held a credit card account with Barclaycard. She wanted to close the account, so she contacted Barclaycard and requested a closing balance.

The Barclaycard agent provided Miss H with a closing balance which Miss H attempted to pay but her payment was declined. The agent advised Miss H that she could pay by transferring money from another account and then her account would be closed.

The account wasn't closed so Miss H contacted Barclaycard. She was advised that an outstanding balance was due and that because this was due to an internal error no markers would be applied to her credit file.

Miss H then discovered that a late payment had been reported on her credit file. She complained to Barclaycard.

Barclaycard issued a final response on 17 April 2025. It apologised for the confusing information Miss H had been previously given regarding the final balance on her account and paid compensation of £25.00. Barclaycard said the information regarding the late payment in April 2024 was correct and that it hadn't made an error with the reporting to the credit reference agencies.

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

Our investigator didn't uphold the complaint. She said that Miss H hadn't cleared the full outstanding balance when she made her payment and the late payment had been correctly reported to the credit reference agencies.

Miss H didn't agree. She said she'd paid the amount that Barclaycard had advised her to pay and she felt she was being penalised for a system error at Barclaycard.

Because Miss H 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 H, but I agree with the investigator's opinion. I'll explain why.

I've listened to the call dated 29 February 2024 in which Miss H requests to pay off her balance and close the account. The advisor gave Miss H a balance and attempted to take Miss H's payment, but it was declined. The advisor explained to Miss H that she could transfer funds from another account to pay the balance and provided her with the account details. The advisor confirmed that the account balance was £3492.20.

I've revied the account history. This shows that Miss H made a payment of £3329.15 via debit card on 7 March 2024. Miss H's direct debit of £170.07 was returned unpaid on the same date.

Barclaycard sent a statement to Miss H in March 2024 which showed that a balance of £247.79 was outstanding, with payment due by 5 April 2024. Miss H didn't make a payment by 5 April 2024 so a late fee of £12 was applied to the account and a late payment was reported to the credit reference agencies.

I can see from the contact notes provided by Barclaycard that Miss H called on 6 April 2024 and queried why there was a balance outstanding on her account because she'd paid the balance and closed the account. The advisor said they could see that the account was closed and agreed to look into whether the balance could be waived.

Barclaycard sent a statement to Miss H in April 2024 which sowed that aa balance of £267.89 was outstanding.

I can see that Miss H called Barclaycard again on 11 April 2024 and queried the statement as she'd been told that the balance would be waived. The adviser agreed to send Miss H a cheque to clear the remaining balance on the account.

The statement produced in May 2024 showed that a payment had been made to the account which cleared the outstanding balance, late fees and interest.

Based on what I've seen, I'm unable to say that Barclaycard made an error or treated Miss H unfairly when it reported the late payment. The March 2024 statement showed that there was a balance on the account and Miss H didn't make a payment by the payment due date. Because I haven't found that Barclaycard has made an error, I'm unable to ask them to amend Miss H's credit file.

I've taken account of everything that Miss H has said, including her comments about the figure she says she was told to pay when she requested to settle the balance. Miss H says she was informed that the amount required to clear the balance was £3,329.15 when she called on 29 February 2024. She's also said that the reason the payment was declined on 29 February was due to an issue at Barclaycard, because she had sufficient funds in her account to pay.

I've listened carefully to the call dated 29 February 2024. Having done so, I can't agree with Miss H that she was given a figure of £3,329.15. The advisor stated that the balance was £3,492.20.

I'm unable to comment on why the payment attempted by Miss H on 29 February 2024 was declined. The advisor clearly states on the call that the payment has declined. So irrespective of the reason for the decline, I'm satisfied that Miss H was aware that the balance hadn't been settled on that date.

I appreciate that this has been a frustrating experience for Miss H. Barclaycard has acknowledged that it gave Miss H confusing information about her balance when she called in April 2024 and has paid compensation for this which I think is fair. However, the missed payment had already occurred by this time, so this doesn't alter my decision that the missed payment has been correctly reported to the credit refence agencies.

For the reasons I've explained, I'm unable to uphold the complaint.

My final decision

My final decision is that I don't uphold the complaint.

Under the rules of the Financial Ombudsman Service, I'm required to ask Miss H to accept or reject my decision before 1 October 2025.

Emma Davy
Ombudsman