

## **The complaint**

Ms R complains that PayPal (Europe) S.a r.l et Cie, S.C.A has reported missed payments on her account to the credit reference agencies.

## **What happened**

I issued a provisional decision on this complaint last month in which I described what had happened as follows:

*“Ms R has a credit account with PayPal and it says that she missed payments to her account in February and March 2023 so missed payment were recorded on her credit file. Ms R complained to PayPal about the late payment markers but it didn’t uphold her complaint. Ms R wasn’t satisfied with its response so complained to this service.*

*Her complaint was looked at by one of this service’s investigators who, having considered everything, wasn’t persuaded that it would be fair to impact Ms R’s credit file. He recommended that PayPal should amend Ms R’s credit file to remove any negative impact recorded between February and July 2023 and refund any interest, fees or charges during that period that relate to late or missed payments.*

*PayPal didn’t accept the investigator’s recommendation so I’ve been asked to issue a decision on this complaint. It has provided evidence showing that requests were sent to Ms A’s bank for payments and her bank responded with the outcomes shown in the screenshots that were included in that evidence”.*

## **Provisional decision**

I set out my provisional findings in that provisional decision. I said:

*“PayPal has provided detailed evidence about Ms R’s account. It shows that an account statement was issued to Ms R on 3 February 2023 which said that the balance on her account was £320.53 and a minimum payment of £15.03 was due by 28 February 2023. It also shows that a payment reminder was issued to Ms R on 23 February and that she was then notified on 1 March 2023 that the payment had been unsuccessful and a missed payment notification was issued to her on 3 March 2023 and said that a late payment fee of £12 had been applied to her account.*

*The evidence shows that the next account statement was issued to Ms R on 4 March 2023 which said that the balance of her account was £334.01 and a minimum payment of £34.92 was due by 28 March 2023. Ms R was issued with other notifications about her account including a scheduled payment confirmation on 13 March 2023. It says that a payment attempt was made on 28 March 2023 but failed due to insufficient funds. It has provided evidence of that and also evidence to show that the transaction was re-presented on 3 April 2023 and was successfully completed. PayPal's evidence also shows that a further payment attempt was made on 31 March 2023 for a payment of £299.09 which was also declined due to insufficient funds and was re-presented on 06 April 2023 and successfully completed.*

*Ms R has provided some statements for her bank account from which the direct debits were to be made and she says that the account had significant balances and an overdraft limit of £4,150. I can see from the statements that her account was in credit from 27 February to 1 March 2023 but that it was overdrawn on 28 March 2023 when the payment of £34.92 was attempted but failed due to insufficient funds.*

*Ms R's bank says that no payments were made to PayPal by direct debit from Ms R's account before 18 May 2023 and the statements don't show the payments of £34.62 and £299.09 that PayPal says were completed on 3 and 6 April 2023. Ms R hasn't disputed that she has an account with PayPal but hasn't provided any evidence of her payments to that account. PayPal says that that bank account has been active on Ms R's account since 2014. I don't consider that Ms R has provided enough evidence to show that she made at least the required minimum payments to PayPal for her account before the payment due dates or to show that the late payment markers that are on her credit file aren't correct.*

*PayPal is required to report true and accurate information about Ms R's payments to the credit reference agencies. The evidence that Ms R and PayPal have provided is incomplete and inconclusive so I have to make my decision on the balance of probabilities – in other words, what I consider is most likely to have happened in light of the available evidence and the wider circumstances. I consider it to be more likely than not that direct debit requests that PayPal made for payments from Ms R were declined due to insufficient funds in her account. I consider that it was then fair and reasonable for PayPal to report the missed payments to the credit reference agencies.*

*I'm not persuaded that there's enough evidence to show that the late payment markers that PayPal has reported to the credit reference agencies about Ms R's account aren't true and accurate. I find that it wouldn't be fair or reasonable in these circumstances for me to require PayPal to remove any of the information about the late payments from Ms R's credit file or to take any other action in response to her complaint".*

Subject to any further comments or evidence that I received from Ms R and PayPal, my provisional decision was that I didn't intend to uphold this complaint. Neither Ms R nor PayPal has responded to my provisional 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.

As neither Ms R nor PayPal has responded to my provisional decision, I see no reason to change my provisional findings.

**My final decision**

For the reasons set out in my provisional decision, my decision is that I don't uphold Ms R's complaint.

Under the rules of the Financial Ombudsman Service, I'm required to ask Ms R to accept or reject my decision before 6 October 2025.

Jarrold Hastings  
**Ombudsman**