

The complaint

Mr S complains about the service he received from Madison CF UK Limited trading as 118 118 Money when his credit card account was compromised.

What happened

Mr S had a credit card account with 118118 Money. On 9 June 2024, he discovered that the account had been compromised, and that a transaction totalling £52.20 had been processed fraudulently. Changes had also been made to his contact information. He disputed the transaction on 10 June 2024, and a refund was provided following an investigation.

He contacted 118118 Money again on 17 June 2024 stating that he'd received a call from someone who tried to trick him into resetting his password. He also reported transactions which he said he didn't recognise. And on 26 June 2024, he attempted to access the 118118 Money app and discovered he'd been logged out of the account. 118118 Money confirmed it had identified an account takeover and placed a block on the account.

Mr S subsequently complained to 118118 Money questioning its handling of the recent issues with his account. 118118 Money said its representatives had asked questions before updating the account, so it had adhered to the correct procedures. And when he reported unrecognised transactions, it took prompt action by sending the fraud declaration form, cancelling his card, and issuing a new one. The disputed transaction was also refunded. It also said that when Mr S reported that his account had compromised on 27 June 2024, it referred the account for further review and placed a block on the account.

Mr S wasn't satisfied and so he complained to this service. He said 118118 Money had failed to protect his account or properly investigate the fraudulent activity, and when he eventually received a final response, it failed to address his concerns and dismissed his claims without adequately explaining how the fraudsters were able to change his account details.

But our investigator didn't think the complaint should be upheld. She was satisfied that the disputed transaction had been reimbursed. She further noted that Mr S had said the outstanding balance had increased from £386.74, to £1,716.23, despite him not using the account, but she was satisfied that balance reflected on the account was accurate. And she noted that he was paid £174.74 that he wasn't entitled to.

She accepted Mr S's account had been compromised and that the account details were changed. But she was satisfied that adequate data protection questions were asked, and the fraudsters knew the information needed to pass security, so she didn't think this was 118118 Money's fault.

Finally, our investigator noted that Mr S was unhappy with the general service he'd received from 118118 Money, but she was satisfied that it had followed its internal processes and that the service was reasonable throughout.

Mr S has asked for his complaint to be reviewed by an Ombudsman. He has explained that he remains concerned about the harm caused by 118118 Money's handling of his case, and the confusing communication, which resulted in him not understanding his account balance.

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 conclusion as our investigator. And for largely the same reasons. I'm sorry to hear that Mr S has been the victim of a cruel scam. I know he feels strongly about this complaint, and this will come as a disappointment to him, so I'll explain why.

Mr S contacted 118118 Money on 10 June 2024 to report a transaction which he said he didn't authorise. The transaction was refunded to his account, and I'm satisfied that's fair. He also contacted 118118 Money to report what he believed were fraudulent credits dated on 25 June 2024 and 27 June 2024 totalling £1,388.67. 118118 Money has explained that the transactions were returned unpaid, so I'm satisfied that there was no loss to Mr S.

On 8 August 2024, Mr S contacted 118118 Money again to dispute the balance on the account. I've considered the account statement, and I'm satisfied that the balance increased because of the returned transactions. And as Mr S hasn't disputed any further specific transactions, I'm satisfied there has been no loss. Mr S has complained that 118118 Money didn't explain why the account balance had increased so dramatically, but, while I agree it is confusing, I'm satisfied the information is contained in the statements.

Mr S has indicated that his greatest concern lies with the handling of his case by 118118 Money. I accept Mr S was prevented from accessing the account, but I'm satisfied this didn't result in any financial loss, and I haven't seen any evidence that there were any failings with 118118 Money's security systems or that it failed to act to secure the account when Mr S contacted it.

He has questioned how the fraudsters changed the details on his account and has suggested that 118118 Money gave his mobile login details to fraudsters who then changed his account details. I can't tell 118118 Money how to investigate incidents of fraud but when he raised concerns on 27 June 2024, it referred the account for further review and placed a block on the account, and I'm satisfied that was reasonable.

I understand Mr S had suffered distress and inconvenience and feels the events lead to other losses and affected his physical and mental health, but I can't fairly say this was a result of any failings by 118118 Money. And I'm satisfied the service he received was reasonable. So, I can't ask it to pay him any compensation.

Finally, Mr S has also complained that 118118 Money referred the account to a debt collection company without giving him a chance to resolve the matter, but I've seen the default notice dated 12 November 2024 confirming the account had been in arrears since 3 September 2024, and that a payment was required by 3 December 2024 or the account would be suspended. So, I'm satisfied that 118118 Money has acted fairly and that he was given an opportunity to settle the arrears.

Overall, I understand the events have been distressing, but I haven't found any failings on 118118 Money's part, and I'm satisfied that Mr S hasn't suffered any loss, so I can't ask it to do anything to resolve this complaint.

My final decision

For the reasons I've outlined above, my final decision is that I don't uphold this complaint.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr S to accept or reject my decision before 25 January 2026.

Carolyn Bonnell
Ombudsman