

The complaint

Mr D complains about how HSBC UK Bank Plc handled his request to change his direct debit.

What happened

Mr G had a loan and current account with HSBC, which he paid by monthly direct debit. On 26 June 2025, he called HSBC and asked it to change the date his loan direct debt was taken from the 31st of each month to the 27th.

Instead of taking Mr D's payment due on 31 June 2025, HSBC took it on 1 July 2025. It then took the July payment due on 28 July 2025. Mr D complained to HSBC that it had taken two payments from him in July.

HSBC explained it had taken June's payment in July, and he owed a payment for each calendar month. Mr D said he would be left without enough money after paying his other bills. So, HSBC said it would reverse the direct debit that was due on 28 August 2025 to return the money taken to his bank account. It warned him this may impact his credit file.

Mr D made the payment due in August on 3 September 2025. HSBC issued a final response to Mr D's complaint in September 2025. This said it hadn't made an error and had offered appropriate support to him. After HSBC's final response to his complaint, he raised a Data Subject Access Request (DSAR).

Mr D referred his complaint to our service. HSBC said it had reviewed its call with Mr D in June 2025 and admitted its agent didn't tell him this would result in two payments being taken in July 2025. To put things right, it offered him £250 compensation and said it would remove the missed payment marker for August 2025.

One of our investigators reviewed Mr D's complaint and thought HSBC's offer was fair. HSBC had offered to remove the missed payment marker in August 2025, and the £250 compensation fairly reflected the inconvenience caused to Mr D. They explained our service wouldn't consider any concerns Mr D had about his DSAR as part of this complaint.

Mr D said £250 compensation didn't recognise the significant financial, emotional and practical harm HSBC caused. He had a shortfall in July that disrupted his end of month bills, and had to use savings. Mr D made multiple phone calls that didn't sort the problem out. He was also unhappy with how HSBC handled his request for his personal data.

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.

HSBC said it made an error in not explaining to Mr D that his June 2025 payment may come out of his account at the start of July, with the July payment being taken as requested on 27 July 2025. So, I only need to consider what HSBC should do to put things right.

Mr D's loan statements show his payment due at the end of June wasn't taken until 1 July 2025. His July 2025 payment was taken on 28 July 2025. So, I don't think HSBC took more than it was owed. Mr D says HSBC caused him financial difficulties and had to use savings, but HSBC didn't ask him to pay more than what he was contractually obliged to. So, I don't think it is fair or reasonable to ask HSBC to refund the loan repayment owed to it.

Whilst HSBC didn't ask Mr D to pay any more than he already owed, it offered to remove the missed payment marker for August 2025. As HSBC hadn't asked Mr D to pay more than he owed, I think HSBC's offer treats him fairly and reasonably.

Overall, I think the foreseeable impact of HSBC not informing Mr D two payments may come out of his account in July 2025 is limited. By the time of his August 2025 payment, he'd only been asked for the contractual payments due. Whilst Mr D had a shortfall in his other bills, this isn't the result of an error on HSBC's part, such as asking for an additional loan repayment he couldn't have foreseen. It wasn't unreasonable for HSBC to warn Mr D that missing a loan repayment may impact this credit file as this is important information it was supposed to communicate to him.

Mr D is unhappy HSBC called him when he wasn't expecting it, but I don't think HSBC has treated him unfairly or unreasonably. I appreciate Mr D feels this matter has caused him significant trouble and upset. However, in the circumstances, I think HSBC's offer of £250 compensation is very fair and reasonably reflects the trouble and upset it caused.

I note Mr D is unhappy with HSBC's response to his DSAR. I've only considered HSBC's actions until its September 2025 final response to his complaint. If he wants to complain about HSBC's actions after this date, he should contact HSBC directly.

Putting things right

If it hasn't already done so, HSBC should pay Mr D £250 compensation and remove the missed payment marker for August 2025 from his credit file.

My final decision

My final decision is that I require HSBC UK Bank Plc to do what I have set out above.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr D to accept or reject my decision before 26 March 2026.

Victoria Blackwood

Ombudsman