

The complaint

Mr R has complained about how Santander UK Plc has reported his overdraft facility to credit reference agencies. In particular, he feels it was unfair for it to report a default, as he had a repayment plan in place.

What happened

Mr R had an arrangement in place with Santander, to pay off his overdraft over a 15-month period. The first payment was to be made on 19 August 2024, then monthly thereafter. However, a late payment was made in February 2025, and Santander contacted him to say he'd now need to make payment in full.

However, this didn't happen, and Santander sent Mr R a default notice, and then reported the default to the credit reference agencies.

One of our investigators looked into what had happened, but he was satisfied the record had been made correctly.

Mr R disagreed, and asked that his complaint be passed to an ombudsman. He said:

- his February 2025 payment was made only six days late;
- he made on-time payments in March, April, and May 2025; and
- there was no contact to say the amount had to be paid in full or any warning of a default.

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'm not upholding it, for the same reasons as given by our investigator. Although the February payment was only six days late, the fact remains that it was late, so Santander required the full sum to be paid as the agreement had been breached. So, although Mr R made the following three payment instalments, this wasn't what Santander required – it required full payment. As it didn't receive this, it was entitled to default the account.

I cannot explain why Mr R didn't receive the correspondence from Santander. However, I'm satisfied it was generated and sent to the correct address. So, I think Santander did what it should in having notified Mr R what he needed to do, and that the account was defaulting.

My final decision

For the reasons given above, it's my final decision not to uphold this complaint.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr R to accept or

reject my decision before 2 February 2026.

Elspeth Wood
Ombudsman