

The complaint

Mrs A complains about the way that Marsh Finance Limited trading as Marsh Finance Ltd administered her account.

What happened

Mrs A has a car finance agreement. After her lender went into administration, Marsh Finance was appointed to manage Mrs A's account. Mrs A says that she received a letter from Marsh Finance saying that it owed her £6,400. After Mrs A complained to Marsh Finance, it apologised in May 2025 for a system discrepancy and confirmed that the outstanding account balance was just over £6,000. By this time, Mrs A had already brought her complaint to our service.

Mrs A has told our investigator that her main concern is about the high rate of interest on the finance agreement. Mrs A would like Marsh Finance to write the outstanding balance off due to ill health as it is made up purely of interest charges.

Our investigator upheld Mrs A's complaint about the service she received from Marsh Finance. Our investigator explained that she couldn't make a finding about the level of interest charged on the car loan, as Mrs A hadn't yet formally raised this aspect with Marsh Finance. Our investigator told Mrs A that if she is unhappy with the outcome once Marsh Finance has had a chance to investigate, Mrs A could come back to us for help.

Our investigator noted that Marsh Finance agreed it made a mistake which made it appear that it owed Mrs A money rather than the other way around. She thought this came at a time of personal difficulties for Mrs A and didn't think that an apology went far enough. Our investigator recommended that Marsh Finance pay Mrs A £150 to apologise for the upset and inconvenience caused to her.

Mrs A accepts the investigation outcome. Although Marsh Finance says it would like to resolve the complaint without it coming to an ombudsman, it has proposed £100 compensation rather than the £150 recommended by our investigator. So, the complaint has come to me to decide.

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 realise that I have summarised this complaint in less detail than the parties and that I have done so using my own words. The rules which govern the Financial Ombudsman, together with the informal nature of our service, allow me to take this approach. But this doesn't mean I have not read and considered everything the parties have given to us.

Marsh Finance agrees that it made a mistake when it told Mrs A her account was in credit and then took a long time confirming this. So, my decision focuses on what is fair compensation for this error and poor service.

Mrs A accepts our investigator's recommendation that Marsh Finance pay her £150 and I agree that this seems a reasonable award to make. An award of £150 falls within the range of award we might make where the mistake has taken a reasonable amount of effort to resolve and has caused some upset and frustration. Our approach to awards of compensation can be found on our website.

As our investigator has already explained to Mrs A, her complaint about the loan interest rate first needs to be considered by Marsh Finance, so I don't say anything further about this aspect of her complaint as part of my decision. I hope that Mrs A understands.

Putting things right

To put things right, Marsh Finance should pay Mrs A £150.

My final decision

My final decision is that I uphold this complaint and require Marsh Finance Limited to put things right by making the above payment to Mrs A.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mrs A to accept or reject my decision before 4 December 2025.

Gemma Bowen
Ombudsman