

The complaint

Miss L complains that Lendable Ltd trading as Autolend (Autolend) recorded arrears on her credit file incorrectly.

What happened

In January 2022 Miss L acquired a used car through a hire purchase agreement financed by Autolend. The agreement was voluntarily terminated in July 2023, and Miss L entered a repayment plan with Autolend for the outstanding balance.

Autolend recorded arrears on Miss L's credit file for November 2024, which Miss L complained about, and Autolend sent their final response to her complaint in June 2025. They said the arrears had been reported in error and agreed to remove them from Miss L's credit file. They also offered her £100 compensation.

Miss L brought her complaint to this service for investigation in August 2025. She said arrears had been incorrectly reported on her credit file for June and July 2025, and a mortgage application she'd made had been affected by this. Autolend agreed for the complaint about the June and July 2025 arrears to be investigated at the same time as the complaint about the November 2024 arrears. They said they'd asked for Miss L's credit file to be corrected, and offered a further £250 compensation to Miss L.

Miss L remained unhappy with Autolend's response. She said there were further arrears on her credit file for July 2024 and May 2025, but she'd made all required payments. Miss L said this had led to her losing a mortgage offer.

Our investigator gave their view that Miss L's complaint about the July 2024 and May 2025 arrears had not previously been raised with Autolend, and so Miss L would need to make a new complaint about these so that Autolend had an opportunity to respond. They said they thought that Autolend's offer to correct Miss L's credit file in relation to the other arrears was fair, and they thought that the £350 total compensation offered to Miss L was fair in the circumstances, so they didn't ask Autolend to do anything more.

Miss L remained unhappy with the way that Autolend were recording arrears on her credit file. She said they continued to report incorrect information and didn't think the compensation was fair.

As an agreement can't be reached, the case has been passed to me for a 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.

Firstly, I'm aware that I've summarised this complaint in far less detail than the parties and I've done so using my own words. I'm not going to respond to every single point made by all the parties involved. No discourtesy is intended by this. Instead, I've focussed on what

I think are the key issues here.

Our rules allow me to do this. This simply reflects the informal nature of our service as a free alternative to the courts. If there's something I've not mentioned, it isn't because I've ignored it. I haven't. I'm satisfied I don't need to comment on every individual argument to be able to reach what I think is the right outcome.

It's not in dispute that Autolend incorrectly recorded arrears on Miss L's credit file for November 2024, June 2025 and July 2025. So, I've gone on to consider whether Autolend have done enough to put things right.

Autolend agreed to remove these arrears, and I've seen evidence that they sent information to the relevant credit reference agencies to do this. I'm satisfied that there were no arrears for the months in question, and that Autolend have acted fairly in correcting the information reported to credit reference agencies for these to be removed from Miss L's credit file.

Miss L said she'd lost a mortgage offer as a result of incorrect information recorded on her credit file.

I've thought carefully about the impact on Miss L. I've seen evidence that Miss L's mortgage provider said that she had still not met their credit score. There are several things that can affect offers lenders make, including prevailing market conditions. Lenders also have their own risk and screening processes that don't necessarily rely on a score produced by credit reference agencies. So, I'm not persuaded that the incorrect information reported by Autolend was the sole reason that Miss L was unable to proceed with a mortgage application.

Miss L has experienced distress and inconvenience as a result of incorrect information being reported to credit reference agencies. She's had to contact Autolend several times for the information to be corrected and has explained the affect the situation has had on her health. Autolend offered Miss L £350 compensation and, all things considered, I think £350 fairly reflects the distress and inconvenience caused to Miss L.

Miss L has said that Autolend are still reporting incorrect information about her agreement to credit reference agencies. There are arrears for July 2024 and May 2025 that remain in dispute. I haven't seen any evidence that the reports for these months were raised with Autolend in Miss L's original complaint, and Autolend told this service in October 2025 that they had logged a new complaint for Miss L about them.

I understand that part of Miss L's concern is that the situation as a whole has impacted her, rather than the reporting for any specific month. This service can only consider complaints where the respondent has already sent their final response, or it's been eight weeks since they received the complaint. I appreciate that the reporting as a whole is a concern to Miss L, but I'm satisfied that the reporting of arrears that Miss L disputes in July 2024 and May 2025 are a new complaint not previously considered by Autolend, and so they should have an opportunity to answer it. Should Miss L remain dissatisfied with Autolend's response, or if they do not give Miss L their final response within eight weeks of receiving her complaint, she may wish to ask this service to investigate.

My final decision

My final decision is that I uphold this complaint, and Lendable Ltd trading as Autolend must pay Miss L the £350 compensation offered.

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

reject my decision before 13 February 2026.

Zoe Merriman
Ombudsman