

The complaint

Ms D says Tymit Ltd ('Tymit') has treated her unfairly in relation to a credit card she has with it. She says it has closed her account, whilst she is still making repayments, and this has impacted her credit score unfairly.

What happened

This complaint is about a credit card agreement that Ms D had with Tymit.

Ms D has had some problems repaying the card. Tymit has suspended the card for new lending. Ms D and Tymit have reached an agreement about repaying the balance owing, but Tymit is still reporting missed and late payments to the credit reference agencies ('CRA'). And, independently, Tymit is now closing its lending business entirely. Ms D thinks this is unfair.

Ms D complained to Tymit about this. It has considered this complaint, and it didn't uphold it. It said it hadn't asked for a full repayment of the card balance. And it hadn't defaulted the lending either. However, Ms D has made some repayments late, due to her personal circumstances, and the account is in arrears. And this is correctly being reflected on the CRA information that it is reporting. And it wasn't acting unfairly when it suspended, and will go on to close, her card account.

Ms D didn't agree with this and brought her complaint to the Financial Ombudsman Service.

Our Investigator didn't uphold Ms D's complaint. He didn't think that Tymit was acting incorrectly when it recorded the late and missed repayments on Ms D's credit file. And it was also not acting incorrectly when the account was suspended and when Tymit decided to not lend to all its customers going forward.

Ms D didn't agree with the Investigator. She still thought that Tymit had acted unfairly. There was some further correspondence, but no new issues were raised. Because Ms D didn't agree, this matter has been passed to me to make a final 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.

Ms D, has provided a significant amount of information over the course of this complaint. While I have considered this I'm not going to refer to all of it in detail. This is partly to protect Ms D's privacy, and I also don't think I need to refer to everything to say why I'm making my decision. Whilst I want to reassure Ms D that I've considered everything she has provided, I'll concentrate on the main issues raised.

In December 2023 both parties to the complaint have said that Ms D began to have some personal and financial problems. She contacted Tymit at this time as she was unable to repay the minimum amount on the card. I've noted what Ms D has said about this and I can see she has had a difficult time; I hope things have improved for her.

The information provided by Tymit and Ms D shows that in January 2024 she was late repaying the card. And this happened again in February and March 2024. Tymit and Ms D were in contact over this time. She was given a 'breathing space' arrangement where she didn't need to make repayments to the card. I also understand that no interest was applied to her account over this time, and this continues to be the case.

Tymit and Ms D also discussed what she could repay on a regular basis. Ms D owed about £11,500 on the card at this point. I've seen correspondence in which she was told how much she would need to pay each month to repay the balance, over a variety of timeframes, such as 6, 12 and 24 months. I don't think that Tymit was acting incorrectly when it offered these alternative repayment options. They do seem a reasonable way to repay the balance.

But Ms D was unable to repay these amounts, and in April 2024 she agreed with Tymit to make repayments of £50 a month. And I understand she continues to repay this amount each month.

Tymit said that it reviewed the account in April 2024, following the period of repayment difficulties and suspended it for new lending. I've not been provided with full information about this decision. That said, I understand Tymit did give Ms D notice that it was going to do this, and it is right to say that Tymit wasn't acting outside of the terms and conditions of the account. I've not seen anything else to show that it was acting unfairly or incorrectly when it did this.

All of this has been, and is being, reported to the CRA and Ms D thinks this is unfair. But Tymit is required to accurately report the repayment status of the card and what has been paid to it.

And even though Ms D is making regular repayments to the account if they are lower than the card minimum repayment this will be reflected the information held at the CRA. Whilst I can see Ms D strongly feels that this is unfair, unfortunately, I cannot say that Tymit was wrong to report it in this way, or it shouldn't do this. As Ms D is unable to make repayments under the original terms of the card this should be reflected in the information Tymit reports to the CRA. I've not seen that it is doing this incorrectly or unfairly.

And it's worth noting that Tymit has not defaulted the account and Ms D has not been subject to a County Court Judgment as she says. Tymit has said that it will not default the account as long as Ms D maintains the £50 a month repayment to the card. This does seem reasonable.

I think the crux of Ms D's complaint is that she feels the decisions that Tymit has made about the account have caused her to now have some negative information recorded about the account at the CRA's. Ms D thinks that the decision to not allow any new lending, close the card and then offer repayment options that she couldn't afford, are the root of the problems she's had. And these were decisions that Tymit made rather than her. And she has said that she may not be able to remortgage her property due to this negative information.

But I don't agree that this is the case. The entries on her credit report relate to her inability to repay the credit under the terms of the original agreement rather than any decision Tymit has made about the card. I don't think it's fair to say that because Tymit decided not to advance further credit, or close its business to new lending, that this led to the problems Ms D had repaying the credit. I think her problems are related to her personal situation, which whilst unfortunate, isn't related to the changes to the account Tymit has made.

Ms D has said that repaying the £50 a month will mean it will take a very long time to repay the debt. But Ms D can always reconsider how much she is paying to Tymit, if or when, this becomes possible, if she would like to repay it earlier. I appreciate this may not be possible soon. But it is in Ms D's interests to repay the balance on the card as soon as possible.

Tymit informed Ms D, and all of its customers, in 2024 that it would no longer lend going forward and it will in time close its credit products, when any outstanding balances are repaid. And in late 2024 Tymit wrote to Ms D to inform her about this. It said that the card would be suspended but the repayment arrangement would remain the same, once the balance reached zero then the account would be fully closed.

Whilst I can see that Ms D doesn't agree with this Tymit is acting within the terms of the product when it did this. And perhaps more importantly Tymit is in time ceasing trading, and this isn't a decision that the Financial Ombudsman service would usually become involved in. It is reasonable that Tymit is able to make this kind of business decision and I'm not able to uphold Ms D's complaint on this basis.

My final decision

For the reasons set out above, I don't uphold Ms D's complaint.

Under the rules of the Financial Ombudsman Service, I'm required to ask Ms D to accept or reject my decision before 8 January 2026.

Andy Burlinson
Ombudsman