

The complaint

Mr C complains about information recorded on his credit file by Barclays Bank UK PLC trading as Tesco Bank.

What happened

Mr C held a credit card with Tesco. In August 2025, he contacted Tesco after discovering it had recorded a missed payment on his credit file.

In September 2025, Mr C saw that his credit file was still showing incorrect information, so he contacted Tesco again.

Tesco admitted it was responsible for incorrect information being recorded on his credit file and said it would pay him £50 compensation. However, this wasn't received so Tesco agreed to pay an additional £25 compensation and sent a cheque for £75 in September 2025.

Mr C referred his complaint to our service. In the meantime, Tesco told out service that there had been an issue that resulted in missing customer data being reported by the credit reference agencies. In October 2025, it confirmed this had now been resolved and the information on Mr C's credit file was now correct.

Having reviewed Mr C's complaint, our investigator said Tesco's £75 compensation didn't reflect that its error impacted Mr C for more than a month. To put things right, the investigator recommended Tesco pay an additional £75, bringing the total compensation payable to £150.

Tesco didn't accept our investigator's recommendation. It confirmed the issue affected customers for July and August 2025 but argued there was no material impact to Mr C. At Tesco's request, this complaint was referred to an ombudsman 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.

Tesco has admitted it was responsible for incorrect data being reported on Mr C's credit file for two months. So, the only issue for me to decide is whether it has done enough to put things right.

Tesco has confirmed the information on Mr C's credit file is now correct so there is nothing further for it to do here.

Tesco says the impact on Mr C was 'not material' as he hadn't, for example, had a payment declined or had an application for borrowing impacted. Whilst it's not clear that Tesco's error caused any direct financial loss, it's clear this matter has caused Mr C some distress and

inconvenience.

Mr C was aware of the impact on his credit file for two months, as he raised the issue proactively with Tesco. His communication with Tesco shows his concern, and he had cause to contact Tesco on numerous occasions. In the circumstances, I agree with our investigator that £150 total compensation recognises the distress and inconvenience caused to Mr C.

Putting things right

Tesco should pay an additional £75 compensation, bringing the total compensation to £150.

If Mr C has already cashed the £75 cheque previously sent to him, only a further £75 is payable. However, if Mr C has not cashed the £75 cheque previously sent to him, Tesco should arrange the total payment of £150 compensation with Mr C directly.

My final decision

My final decision is that I uphold this complaint and require Barclays Bank UK PLC trading as Tesco Bank to do what I have set out above.

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

Victoria Blackwood
Ombudsman