

## **The complaint**

Mr W complains about the way in which Vanquis Bank Limited allocate payments to his account.

## **What happened**

Mr W is unhappy with how Vanquis has allocated payments made to his account. He says he's made payments on time, but Vanquis hasn't allocated them correctly and/or on time, and this has led to him incurring late payment charges.

Mr W has attempted to raise these issues with Vanquis several times but hasn't received a response.

Our investigator didn't uphold the complaint. They said that having reviewed the information provided by Mr W, they hadn't found any evidence to suggest that the payments Mr W complained about hadn't been allocated correctly.

Mr W didn't agree. He said he hadn't been provided with an explanation as to why Vanquis hadn't acknowledged his spreadsheet or made any attempt to reconcile the payments which should've been allocated to his account within two days of payment.

Because Mr W didn't agree I've been asked to review the complaint.

## **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 know it will disappoint Mr W, but I agree with the investigator's opinion. I'll explain why.

I've read and considered the whole file but I'll concentrate my comments on those points which are most relevant to my decision, If I don't comment on a particular point, it's not because I've failed to take it on board and think about it, but because I don't think I need to comment on it in order to reach what I think is the right outcome. The rules of this service allow me to take this approach.

Mr W has raised a complaint which consists of the following elements:

- 1.From 11 November 2024 payments made by standing order weren't credited to his account within two days. Payments made by bank transfer were credited within the time frame.
- 2.On 20 January 2025 a standing order payment of £28 wasn't credited to his credit card account. Further standing order payments between 20 January and 27 July 2025 weren't credited accurately.
- 3.A late payment charge of £12 applied to the account on 4 May 2025 should not have been applied, because Mr W had no access to his online banking until 29 April 2025 and a £28

payment was missing from the account at the time.

Mr W has provided several spreadsheets to support his case. I appreciate the time and effort that Mr W has taken in preparing these and I'd like to assure Mr W that I've taken this information into account as part of my consideration of the issues.

In relation to the time taken to credit payments made by standing order, Vanquis says that it typically allocates payments to your credit card account within 2 working days when these payments are made via debit card or online banking. In order to avoid delays, it's important to use the correct reference number. Where payments have been missed, Vanquis applies payments in a specific order, starting with any overdue amounts.

Mr W has said that payments he's made by standing order haven't been credited within 2 days. It's common for payments made by standing order to take longer than faster payments. This is due to processing times, weekends/bank holidays, bank cut off times and verification. It's generally recommended to set up a standing order at least 5 working days before the deadline to avoid late payment fees.

In relation to the payment that Mr W made on 20 January 2025. Mr W says this wasn't credited to his account. However, on reviewing the statements, it looks as if the payment credited in February 2025. I appreciate that there was a delay between the payment being made and the payment being credited to the account. Based on the information I have, I'm unable to say why the delay occurred. However, looking at the credit card statements, I can't see that Mr W has suffered any financial detriment as a result.

In relation to the late payment charge applied in May 2025, I've looked at the statements to see what happened in the weeks leading up to this. I can see that Mr W's April statement was produced on 3 April 2025. The minimum monthly payment due for April was £91.51 by 28 April 2025. I can see from the statements that Mr W made four payments prior to 28 April, two for £30.00, one for £3.00 and one for £25.00. These added up to £88.00, which wasn't enough to cover the minimum monthly payment due. This resulted in a late fee of £12 which was added to the account on 28 April 2025.

I appreciate that Mr W made a further payment of £3.51 to bring the amount he'd paid up to the minimum monthly payment; however, this payment wasn't made until the due date (28 April 2025) had passed.

Based on what I've seen, I'm unable to say that Vanquis made an error when it charged the late payment fee.

Taking all the available information into account, I'm unable to find any evidence to suggest that Vanquis has made an error or treated Mr W unfairly. I won't be asking Vanquis to do anything further.

### **My final decision**

My final decision is that I don't uphold the complaint.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr W to accept or reject my decision before 17 March 2026.

Emma Davy  
**Ombudsman**