

The complaint

Mr S complains about the information Tesco Personal Finance PLC trading as Tesco Bank (TPF) has reported in relation to his personal loan account.

What happened

Mr S took out a personal loan with TPF. The agreement was for £14,500.00 with the total to be repaid £20,965.20, payable by 60 monthly payments of £349.42.

In September 2025, Mr S was due to pay his monthly payment, with the regular payment date being the 14th of each month. In this case, the 14th fell on a weekend, meaning Mr S' payment wasn't attempted to be taken until 15 September 2024.

The funds were not available and so the payment could not be completed. This led to a late payment marker being reported by TPF. Mr S disagrees with this as he made up the payment on 1 October 2025. Mr S complained about these events and explained as the payment was attempted on an unexpected date, the funds were not available.

TPF did not uphold Mr S' complaint. It explained that as the regular payment date fell on a weekend it was attempted the following day. TPF also explained the payment was attempted again on 29 September, but this was again not able to be completed. TPF stated as the payment was not made by Mr S until October 2025, the late payment has been recorded correctly.

As Mr S remained unhappy with this, he brought his complaint to the Financial Ombudsman Service where it was passed to one of our investigators. The investigator did not uphold the complaint. They explained TPF have not acted outside of the guidance on reporting missed payments, and that TPF have not acted incorrectly requesting the payment on the day following a weekend.

Mr S disagreed with the outcome and as such, I've been asked to review the complaint 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.

Having done so, I've reached the same overall conclusions as the investigator, and for broadly the same reasons.

I've read and considered the whole file, but I'll concentrate my comments on what I think is relevant. If I don't comment on any specific 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.

In considering this complaint I've had regard to the relevant law and regulations; any regulator's rules, guidance and standards, codes of practice, and (if appropriate) what I

consider was good industry practice at the time. Mr S has a personal loan with TPF. This is a regulated consumer credit agreement which means we're able to investigate complaints about it.

I can see that as Mr S' payment date fell on a weekend, TPF attempted to take this payment on the next available day. This does appear to be standard across the industry and is not uncommon practice. Mr S explained that as the payment was requested on an unexpected date, the funds were not available.

I appreciate what Mr S has said, however I can also see that this has happened previously on Mr S' agreement with payments being requested the next available day if the payment date fell on a weekend, so I'm not persuaded that Mr S couldn't have known this may happen.

Mr S has also explained he made up the payment within 30 days, and feels that TPF should not report a missed payment due to this. TPF have not acted incorrectly by reporting the missed payment in the way they have. I acknowledge why Mr S would not want this to be recorded as it could have an effect on his credit file, however TPF have not acted unfairly by reporting what has happened when they did. As such, I would not direct TPF to remove the information reported.

My final decision

Whilst I acknowledge why Mr S has complained, for the reasons I've explained, I don't uphold Mr S' complaint.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr S to accept or reject my decision before 10 April 2026.

Jack Evans
Ombudsman