

complaint

Mr M has complained about the customer service he received from NewDay Ltd relating to his credit card.

background

In late 2017, Mr M was given a refund of just over £400 on some goods he bought with his NewDay credit card. He asked NewDay if this would change what was payable on his January 2018 statement. Mr M's said he was incorrectly told that his January balance would be reduced in line with the refund, when it wouldn't actually be processed in time for this.

As Mr M pays the full balance of his card each month by direct debit, just over £400 more than he expected was taken from his bank account in January. Mr M was unhappy about this and complained to Newday. The refund was credited to Mr M's account the following month.

NewDay apologised for having given any incorrect information and credited his account with £15 for any inconvenience. Mr M was unhappy with this outcome, so came to this service.

As Mr M said he didn't suffer any financial loss because of NewDay's error, our investigator thought that NewDay's offer was a fair and reasonable response to the complaint. Mr M remained unsatisfied and so his complaint has been passed to me for a final decision.

my findings

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 come to the same conclusion as our investigator.

Mr M's refund wasn't received by NewDay in time for it to be included in his January statement, so not applying it until the February statement was appropriate. But NewDay has accepted that Mr M may have been given incorrect information. So I am left to determine whether Mr M has suffered distress or inconvenience that is material enough to warrant a higher award of compensation.

Mr M was no doubt concerned when a higher amount than he expected was taken out of his bank account. He immediately contacted NewDay to query this and raise a complaint. And he's also said that he was further inconvenienced by having to move around his finances to make sure he had enough money available.

But Mr M has said that he didn't suffer any financial loss because of this information. He was also provided with a clear explanation of why the refund wasn't included in his January statement. And received the refund when it was actually due on his account. So I think the distress and inconvenience he suffered was minimised. And I consider NewDay's response to his concerns to be fair and reasonable.

my final decision

NewDay Ltd has apologised and credited Mr M's account with £15. My final decision is that this is fair and reasonable.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr M to accept or reject my decision before 23 May 2018.

Sam Thomas
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