

## **complaint**

Mrs N complains that Creation Financial Services Limited failed to accept a balance transfer payment to her credit card account from a third party on her behalf.

## **background**

Mrs N asked her third party credit card provider to transfer £2,100 to her Creation account, which included an amount to cover the minimum monthly payment required. The payment was rejected and charges were applied to Mrs N's account and adverse credit record entries made. When Mrs N complained she was unable to get a clear answer from Creation as to why the payment was rejected. All she could tell it was her credit card number at the third party. In July 2013 a transfer was successfully made and Creation refunded the charges and removed adverse information from Mrs N's credit record. It has now offered to refund interest of £25.58 as a gesture of goodwill.

The adjudicator did not recommend that Creation do any more than it has offered to do. She said that, although there was some confusion as to why the payment was rejected, Creation was not aware that an attempt to make a payment had been made until Mrs N contacted it. Mrs N did not originally know that the payment was rejected, as her third party credit card company did not tell her. The adjudicator noted that Mrs N said that this confusion had made her existing health condition worse. There was no suggestion that Mrs N did not do all she could to make the payments to her Creation account. But, she was not convinced that Creation had made an error and that it needed to do any more.

Mrs N did not agree and said, in summary through her representative, that Creation did not do enough to help her resolve the complaint, that compensation for the negative impact on her health must be awarded and that the offer of an interest refund was derisory and did not cover all the interest she paid during the period.

## **my findings**

I have considered all the available evidence and arguments to decide what is fair and reasonable in the circumstances of this complaint.

There are still difficulties in establishing why this balance transfer failed and I can understand why this has caused Mrs N frustration. The third party has said that it received a rejection message to say that the account it sent the payment to does not accept faster payments. It says that the bank account and sort code at Creation has changed and now accepts faster payments. But, it is unable to say which account and sort code it originally used, or how it checked this was correct before sending the payment. Creation says it has not changed its bank details and has no way of knowing about rejected payments as it does not see these. As a result I am unable to conclude on balance that Creation made any error or that it could have told Mrs N about the missing payment from the third party.

I appreciate that Mrs N wants Creation to take responsibility for what happened and for the additional stress this has caused her. I accept that she says it could have done more to find out what had happened. But, I have not found it made an error and note that it has made a goodwill gesture to refund late payment charges and now an element of interest and to restore her credit record. I consider this to be fair in all the circumstances. I know Mrs N will be very disappointed by my assessment.

**my final decision**

My decision is that Creation Financial Services Limited should pay Mrs N a further £25.58, in full and final settlement of this complaint.

Michael Crewe  
**ombudsman**