

complaint

Mr S complains that NewDay Cards Ltd (trading as Marbles) were wrong to have defaulted his credit card account. He wants the default and credit markers removed from his credit file.

background

In September 2016 Mr S failed a security check and was therefore not allowed access to his account. Marbles asked Mr S to send them proof of his identity via registered post but Mr S refused as he was uncomfortable sending sensitive documents through the post.

Marbles were therefore unable to remove the block on his account. Mr S continued to refuse to send the necessary documents and, as he said he couldn't access his account, he also didn't make any payments. He told Marbles that he wouldn't as he was referring his complaint to us.

Marbles haven't received a payment towards Mr S's credit card arrears since August 2016. They have supplied copies of the arrears letters they sent to Mr S each month and also the default notice that was sent to him at the end of November 2016.

Mr S says that Marbles were wrong to insist that he sent confidential and sensitive documents in the post. He says that this is not normal industry practice and that they should do what other businesses do.

Our investigator didn't think that Marbles had done anything wrong. She thought that their request for the documents was reasonable and it was her view that as Mr S had not paid anything towards his credit card for such a long time, Marbles were right to default the account and add the information to Mr S's credit file.

Mr S didn't agree with the investigator's view. So his complaint's been passed to me to review and issue a final decision on.

my findings

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 S but I agree with the investigator's view here and for similar reasons.

Marbles need to ensure that their customer's accounts are secure and that nobody else can access them and they do this via security checks. In September 2016 when Mr S failed their checks they were right to block the account.

Mr S thinks Marbles should have allowed him to send the documents they required over the internet. He says other companies allow this. But it's up to Marbles to decide how this information needs to be sent. And they offered to pay for this to be sent by registered post so that Mr S wouldn't be out of pocket. I think that was fair of Marbles and it wouldn't be reasonable of me to insist they did it any other way as that's not my role.

I don't think Mr S should have refused to make a payment whilst his complaint was being handled. He says that he couldn't make a payment but he could've paid by cheque or

through his own internet banking and I understand that Marbles advised him of this during a telephone call in October and also by directing him to the information on the back of his statements. Whilst I understand that Mr S didn't receive paper statements, he may have had access to his August statement and was advised during the telephone call of the alternative methods available to him. So I think that Mr S could've made a payment if he wished to.

But Mr S didn't make a payment and Marbles sent him letters telling him the account was in arrears. After three months Marbles sent Mr S a default letter which he didn't respond to. All of these letters gave telephone numbers which Mr S could have contacted to try and make the required payment(s). By the time an account is three months in arrears it isn't unusual for an account to be reported as defaulted so I don't think Marbles did anything wrong here. It's important that the information on Mr S's credit file correctly records how he's operated his account. And that seems to be the case here.

In summary, I don't think that Marbles have done anything wrong here and I won't be asking them to take any further action.

my final decision

For the reasons given above, I don't uphold this complaint.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr S to accept or reject my decision before 5 June 2017.

Phil McMahon
ombudsman