

complaint

Mr A complains that National Westminster Bank Plc did not remove a default on his account.

background

Because of arrears on Mr A's account the bank registered a default. Following litigation the arrears were cleared but the bank did not remove the default registration. It eventually did so and paid Mr A £150 compensation. Our adjudicator considered this fair given that there was no evidence of financial loss. Mr A responded that he thought the compensation provided by the bank was inadequate.

my findings

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

I accept that Mr A must have had a stressful time as he was involved in litigation with the bank which resulted in the refund of charges. I can also understand his frustration believing that he had put these matters behind him only to find that the credit registration had not been changed. I consider NatWest could have dealt with this issue earlier than it did. But it did eventually rectify the credit registration and paid £150 in compensation. I accept that part of this was to cover the costs of Mr A making a credit search.

Mr A feels that he is entitled to more compensation. But he has not provided evidence of financial loss, caused as a result of the default not being removed earlier. In the absence of that I do consider that the amount of compensation already paid by NatWest is fair and reasonable. I therefore do not require NatWest to do anything more.

my final decision

My final decision is that I do not uphold this complaint.

Gerard McManus
ombudsman