

complaint

Miss B complains that Barclays Bank PLC changed her address in its records without reason and that it closed her current and loan accounts and registered defaults on her credit file.

background

Miss B had current and loan accounts with Barclays. Her accounts were in arrears and repayment plans were agreed in October and December 2012. Barclays sent her a notice of default (which she says it told her to ignore) and then closed her accounts and registered defaults on her credit file. It also sent a letter to Miss B using an incorrect address and cannot explain why it had an incorrect address in its records for her. Miss B complained to Barclays but was not satisfied with its response so complained to this service.

The adjudicator recommended that this complaint should be upheld in part. She concluded that the December 2012 repayment plan had not been set up correctly and that Barclays had been unable to explain how Miss B's address details were changed. She recommended that Barclays should pay £400 to Miss B to compensate her for the distress and inconvenience that she had been caused. She did not consider that Barclays should be required to reinstate the accounts or to remove the defaults. Barclays has accepted the adjudicator's recommendation.

Miss B says, in summary, that her accounts should not have been closed because she was keeping to the agreed repayment plan and that she was told to ignore the notice of default. She also says that Barclays has not been able to explain why it used an incorrect address for her which led to her personal data being disclosed to a third party. She says that £400 is not enough to compensate her for the stress that she has been caused and the time that she has wasted.

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 consider it to be more likely than not that Barclays did set up the December 2012 repayment plan incorrectly. However, I do not consider it to be likely that Barclays told Miss B to ignore the notice of default and I do not consider it to be reasonable for her to have done so. Her current and loan accounts were in arrears and, although she had agreed a repayment plan, Barclays was entitled to demand repayment of the arrears and to close the accounts. Miss B was unable to make the required repayments to her current and loan accounts so I do not consider that there was any reasonable prospect of her being able to repay the arrears on those accounts. I am therefore not persuaded that there is enough evidence to show that Barclays acted unfairly or unreasonably when it closed the accounts and registered the defaults on her credit file.

Barclays has been unable to explain why an incorrect address was used in its records for Miss B. I have not seen any evidence to show that Miss B was caused a direct financial loss as a result of her personal information being disclosed to a third party.

Awards of compensation made by this service for distress and inconvenience tend to be modest. Barclays has agreed to pay £400 to compensate Miss B for the distress and inconvenience that she has been caused as a result of it using an incorrect address for her

and it failing to set up the December 2012 repayment plan correctly. I consider that to be fair and reasonable and to be consistent with other awards made by this service where comparable amounts of distress and inconvenience have been caused.

my final decision

For these reasons, my decision is that I uphold Miss B's complaint in part. In full and final settlement of it, I order Barclays Bank PLC to pay £400 compensation to Miss B.

Jarrold Hastings
ombudsman