

## **complaint**

Miss P complains that NewDay Limited (NewDay) took too long to report on her Credit Reference Agency (CRA) credit file that her account with NewDay was in default. And she wants compensation and her CRA credit file corrected.

## **background**

I issued my provisional decision in February 2016, a copy of which is attached and forms part of this final decision. In my provisional decision I explained why I was intending to uphold Miss P's complaint. I invited all parties to let me have any further comments and information before I reached a final decision.

Both parties confirmed they'd received my provisional decision and they both accepted it.

## **my findings**

I've re-considered all the evidence and arguments already sent to us by the parties to decide what's fair and reasonable. And I've reached the same conclusions I reached in my provisional decision, for the same reasons.

## **final decision**

My final decision is that I uphold Miss P's complaint.

NewDay should put things right in line with the instructions I gave in my provisional decision.

Under the rules of the Financial Ombudsman Service, I'm required to ask Miss P to accept or reject my decision before 1 April 2016.

Julian Cridge  
**ombudsman**

## **provisional decision**

### **complaint**

Miss P complains NewDay Limited (NewDay) took too long to report a default on her Credit Reference Agency (CRA) credit file. And she wants compensation and her CRA credit file corrected.

### **background**

Miss P entered into a payment arrangement on her NewDay account where she agreed to repay what she owed by a fixed monthly amount. Miss P didn't keep to the arrangement. But NewDay took a number of years to report the account as being in default on her credit file.

Miss P said that this delay was unfair. And that it's caused her distress and inconvenience because it's made it difficult to get credit for much longer than it should've done. Miss P also told us NewDay initially wouldn't deal properly with her complaint.

Our adjudicator thought Miss P's complaint should be upheld. They said NewDay should've reported the default much sooner. And they thought NewDay should pay Miss P £150 compensation for this.

NewDay agreed with what our adjudicator said. They agreed to correct Miss P's CRA file and remove the default. And to pay Miss P £150. But Miss P thought the compensation should be higher. So the complaint comes to me to decide.

### **my provisional findings**

I've considered all the available evidence and arguments to decide what's fair and reasonable in the circumstances of this complaint.

NewDay accepted they should've reported the default earlier and they've told us they're making sure it's removed from Miss P's CRA file. So I need to decide whether £150 is fair compensation to Miss P for what's happened.

Miss P's told us that - because of NewDay's mistake - she'd recently had to pay a refundable deposit to a different finance provider before they'd give her credit. And she explained the difficulties she had in trying to get NewDay to deal with her complaint. Miss P also said it was only after she complained to us that NewDay started to deal properly with the issues.

I've thought carefully about everything we've been sent by both parties. I agree it's been more difficult for Miss P to get credit for about two to three years longer than it should've been. And I think that's a very long time. I've also seen that NewDay accepts they didn't handle Miss P's complaint properly at the time.

Because of all of this, I think Miss P has been caused the amount of distress and inconvenience she's told us about. And so I currently think the fair amount of compensation NewDay should pay Miss P is £300.

### **what NewDay should do to put things right**

NewDay should - if they haven't already - remove any adverse information recorded on Miss P's CRA credit file about the account.

And NewDay should pay Miss P £300 compensation for the distress and inconvenience.

**my provisional decision**

I currently intend to uphold Miss P's complaint.

NewDay should put things right in line with the instructions I've given above.

Julian Cridge  
**ombudsman**