

Complaint

Mrs S complains that Barclays Bank UK PLC (trading as Barclaycard) is unfairly pursuing her to repay a credit card debt.

Background

Mrs S had a credit card with Barclaycard and in 2013 experienced some financial difficulties. In December 2013 a debt advice service got in touch with Barclaycard and it agreed to suspend fees and charges. But no payment arrangement was agreed and in May 2014 Barclaycard sent Mrs S a formal demand. Barclaycard went on to default the credit card account with an outstanding balance of £3,001.72.

In August 2018 Barclays wrote to Mrs S to say it had refunded £137.51 to the debt because of mistakes that had been made. The debt reduced to £2,864.21.

In December 2018 the debt was passed to a third party. Barclaycard has confirmed it is no longer the owner of Mrs S' credit card debt.

Mrs S complained and said she thought the outstanding balance had been repaid. Barclays didn't agree that the credit card balance had been cleared or that a mistake had been made. Mrs S referred her complaint to our service and it was passed to an investigator. The investigator didn't uphold Mrs S' complaint. Mrs S asked to appeal so the complaint has been passed to me to make a decision.

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'm sorry to hear about the difficult circumstances Mrs S has experienced in recent years. I understand Mrs S thought the outstanding debt with Barclaycard had been repaid. But Barclaycard says Mrs S hasn't made any payments towards the outstanding debt since the default was registered in 2014. I've looked at the account activity since 2014 but the only time the debt went down was in August 2018 when Barclaycard refunded £137.51.

Barclaycard has provided copies of the letters it sent Mrs S before it defaulted her credit card. I can see that Barclaycard sent the correct letters in the run up to its decision to default. As the monthly minimum payments weren't being made I'm satisfied its decision to default the credit card account was fair and reasonable. I haven't found anything to show Barclaycard made a mistake.

Barclaycard transferred ownership of the debt to another business in December 2018. I understand that business has asked Mrs S to make repayments. Mrs S says she hasn't heard about the outstanding debt for several years. But the account terms allow Barclaycard to transfer the debt to a third party and I haven't found anything to show it's treated Mrs S unfairly by taking that step.

I'm very sorry to disappoint Mrs S but I haven't found anything to show Barclaycard has made an error or treated her unfairly in this case. The balance remained unpaid for several years so Barclaycard took the step of transferring ownership to a third party. That's a step

it's allowed to take under the terms of the credit card. As I haven't found anything to show Barclaycard made errors or treated Mrs S unfairly I'm not telling it to take any further action.

My final decision

My decision is that I don't uphold this complaint.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mrs S to accept or reject my decision before 29 February 2020.

Marco Manente
Ombudsman