

complaint

Miss K complains about online access to her account with NewDay Ltd since January 2016. Where this hasn't been possible, Miss K says she wasn't able to check when her payments were due and she incurred interest and charges due to missed payments.

Miss K is also unhappy about NewDay's dealings with her when she raised her concerns.

background

NewDay was experiencing some technical difficulties with its systems which prevented Miss K from logging on to her online account. As a result of this, she wasn't able to view her statements or make payments. As Miss K missed a payment date, she incurred interest of £6.96. Miss K raised a complaint and NewDay offered to refund the interest and credit her account with compensation of £20.

NewDay also suggested that while the technical issues were being looked into, Miss K should call to check the account and make necessary payments. Miss K accepted this resolution of her concerns. Our adjudicator also thought NewDay had taken reasonable steps to resolve the issue.

The technical issue was resolved by the end of January 2016, however Miss K was still having issues logging into her online account and on 4 February 2016, she contacted NewDay about an issue she had with her card. She mentioned the issue she was having with her online account, and the staff member offered to look into the issue, but Miss K declined. Miss K then called again on 11 February 2016 about her online account issue.

Miss K's account was locked and her password needed to be reset. The staff member tried to reset her password, but this was unsuccessful. Miss K remained unhappy and the call was transferred to the complaints team. She spoke with two members of staff, who both confirmed that the account wasn't locked. They said the problem was due to system error.

Because the initial complaint handler was not present, Miss K was advised that NewDay would be in contact. But no phone call was made and Miss K only became aware the account was locked when NewDay sent a final response to her complaint. NewDay has now provided instructions to Miss K for her to reset her password and she has recently been able to action this.

Miss K received £5 from NewDay for the cost of a call that she had to make, and having to chase things, but the adjudicator recommended that it pay Miss K £100 for that – and not receiving a call from NewDay when expected - and also the incorrect information she'd received as to why she couldn't access her account online.

NewDay has asked that the complaint be reviewed by an ombudsman. It considers the value of the compensation recommended by the adjudicator is disproportionate to the impact on Miss K of its actions.

my findings

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

There is no dispute here as to the events that occurred. Miss K also settled her initial complaint to NewDay and I'm only here to determine what would represent fair and reasonable compensation for NewDay to pay, to Miss K, for her being misinformed as to why online access wasn't possible and the poor service of not receiving a return telephone call.

Miss K has explained how important, to her, the ability to access her account online was. And having had a problem with it, and understanding that it was then resolved, to then not be able to still have access; be misinformed about why that was; and then to find that matters could have been resolved sooner, was both inconvenient and undoubtedly upsetting at the time and frustrating to look back on.

And I think NewDay's service failings against that background, requires compensation of more than £5.

Taking everything into account, I agree with the adjudicator that NewDay should pay £100 to Miss K, in recognition of the impact its actions have had on her.

my final decision

My final decision is that NewDay Ltd should pay £100 to Miss K in full and final settlement of her complaint.

Under the rules of the Financial Ombudsman Service, I'm required to ask Miss K to accept or reject my decision before 27 October 2016.

Ray Neighbour
ombudsman