complaint

Mr G complains about Lloyds Bank PLC.

background

Mr G had difficulties with his bank account. As part of dealing with this Lloyds added a default to his credit record that it shouldn't have. They also kept the default on record for too long. Lloyds have accepted they made errors, and have agreed to remove the default, all markers for this, and pay £100 compensation. We looked at this in a separate case and agreed that was fair.

This complaint concerns a follow up issue. Here a credit reference agency used the default applied and because of this Mr G has been caused a number of financial problems. One of our adjudicators looked into this and suggested compensation of £250. Lloyds thought this was unfair as they considered it was the credit agency that had caused the problems. Mr G also thought the £250 was unfair, as he thinks more damage has been caused and he needs money to check other credit agencies. The case has been passed to me for a final 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 will be making the same decision as the adjudicator, for basically the same reasons.

Lloyds made a mistake and this has directly led to Mr G's problems. I note the credit agencies involvement and don't think this is all Lloyds' fault, but without their error there would not be a problem, and Mr G should be compensated for this.

Looking at Mr G's points I do think that the credit agency has some involvement here and I don't think I can lay all the blame on Lloyds. They seem to have done what they can to change his credit record, and if other people continue to misuse this that is not really their fault, aside from the initial error as discussed above. So, I do not think an award higher than £250 is required.

my final decision

For their involvement in this aspect of Mr G's problems I award £250 against Lloyds Bank PLC.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr G to accept or reject my decision before 15 February 2016.

Christopher Tilson
ombudsman