

## **complaint**

Mrs A says after the amount of trouble and upset NewDay Ltd caused when it lost her monthly credit card payment, she should get more compensation.

## **background**

In February 2015 Mrs M's credit card payment went missing when it was sent to NewDay by her debt management company. She had to make lots of calls to sort the problem out. NewDay was unhelpful. Even after NewDay said her payment had been made correctly and credited her account in November 2015, it failed to correct her credit file. It paid a total of £50 compensation for the trouble and upset it caused Mrs A.

Whilst this was going on, Mrs A applied for a business loan and was declined. She says NewDay is responsible as at that time it'd recorded inaccurate information on her credit file.

Our adjudicator agreed NewDay hadn't handled the missing payment and subsequent complaint well. She said however there wasn't enough evidence to know why Mrs A was declined for the business loan. Overall, she recommended NewDay pay an additional £150 compensation for the poor customer service.

Mrs A said this wasn't enough; the complaint had gone on for nearly a year.

## **my findings**

I've considered all the available evidence and arguments to decide what's fair and reasonable in the circumstances of this complaint. Having done so, I've reached the same conclusion as the adjudicator and for the same reasons.

The customer service and complaint handling NewDay provided was unacceptable. Mrs A had to invest a lot of time and effort to sort out the missing payment – and no conclusive explanation about where her payment went was ever given.

Whilst it's now corrected the situation, I agree it must pay additional compensation to reflect the trouble and upset Mrs A suffered. It took NewDay too long to investigate what'd happened, and it then only amended her credit file when she rang in again.

What I can't fairly conclude however is that her loan application was declined because of NewDay's actions. There isn't enough evidence to support her view that the inaccurate information on her credit file in July 2015 was the sole reason she wasn't accepted for the loan.

Overall, I think £150 additional compensation is fair and reasonable in all the circumstances.

## **my final decision**

Under the rules of the Financial Ombudsman Service, I'm required to ask Mrs A to accept or reject my decision before 29 February 2016.

My final decision is I uphold this complaint. NewDay Ltd must pay £150 compensation to Mrs A in full and final settlement.

Rebecca Connelley  
**ombudsman**