

complaint

Ms T complains that Vanquis Bank Limited didn't remove an incorrect address link from her credit file and she was chased for debts she didn't owe.

background

Vanquis recorded incorrect information on Ms T's credit report in 2014. Ms T told Vanquis she wasn't the right person. Vanquis agreed and removed the incorrect account from Ms T's credit file it also paid her £500 compensation and costs of £104.89. Vanquis didn't remove the incorrectly created links from Ms T's credit file and so a few months later she started getting letters from other companies chasing her for debts that didn't belong to her. These companies had relied on the incorrect information recorded by Vanquis. Vanquis removed the incorrect links and offered Ms T £100 compensation. Ms T didn't think that this was enough and wants £500 to more accurately reflect the problems. Vanquis agreed to increase its offer to £250.

Our adjudicator thought that £250 was fair and reasonable in the circumstances. She thought that this amount reflected the inconvenience and she considered that Ms T was aware of the problem this time and so she didn't think it was as upsetting as last time. Ms T didn't agree and said in summary that she had been refused credit because of the problems and it was more difficult because there were so many companies to deal with.

my findings

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

Vanquis accepts that it should have removed the incorrect link at the same time as removing the incorrect account. The problems that Ms T has been having are all related to this failure. I can appreciate how upsetting this must have been for Ms T, especially since it is only Vanquis that could remove the link. I know that Ms T had to contact a number of different companies and explain that she wasn't the person who owed the money.

Ms T explains that she has been refused credit because of the incorrect link. I have seen some evidence from Ms T about this. I can't say that it was only because of the incorrect link because the applications for credit were to two different companies and I don't know the amounts involved. I can't be sure that it was only the incorrect link that was causing the problem but I don't doubt that it had an impact on Ms T.

I can appreciate why Ms T thinks this second time is worse and it is certainly regrettable that she has found herself in this position again through no fault of her own. Vanquis did remove the link when it was made aware and it did offer £100 compensation. I agree that this isn't enough I think that £250 is fair and reasonable in the circumstances. The awards we make are modest and are not designed to punish businesses. I don't think it is fair to compare this to the last compensation payment and I must assess this amount by looking at all the circumstances of this case.

Ms T has been inconvenienced but I consider that she was aware of the source of the problem and had a better idea of what might have happened this time. I think that £250 is reasonable and in line with other awards we make. I know that Ms T doesn't think its enough but I can't fairly ask Vanquis to pay any more.

my final decision

My final decision is that I uphold this complaint. In full and final settlement of it Vanquis Bank Limited should pay Ms T £250.

Under the rules of the Financial Ombudsman Service, I'm required to ask Ms T to accept or reject my decision before 18 April 2016.

Emma Boothroyd
ombudsman