

complaint

Miss W complains that Vanquis Bank Limited duplicated a payment to her bank account in error, which caused her to exceed the credit card limit.

background

In March 2013 Miss W asked for a cash advance from her Vanquis credit card to be credited to her current account. The payment was debited to her credit card twice but only one amount was received into her bank account. This took the credit card account over its credit limit. Vanquis has now accepted that it made an error. It credited the disputed payment to the credit card in August and has refunded the over limit charges and interest.

The adjudicator recommended that this complaint should be upheld. He concluded that Vanquis did debit Miss W's credit card account twice in error. Whilst Vanquis has now refunded the payment and the related charges and interest, he considered that it should also pay Miss W £100 for the inconvenience it caused and correct her credit file.

my findings

I have considered all the available evidence and arguments to decide what is fair and reasonable in the circumstances of this complaint. Having done so, I find that I have come to the same conclusions that the adjudicator did, for much the same reasons.

It is not in dispute that Vanquis duplicated the payment in March 2013, but Miss W only received one credit to her bank account. Consequently, I conclude that the refund that was credited in August should be backdated to the date it was taken in March and the account re-worked accordingly. In addition, Miss W's credit file should also be amended to reflect the re-worked account.

I am satisfied that Miss W complained about the mistake in March 2013 but Vanquis did not investigate the complaint, or respond to her, until after this service's involvement. I agree with the adjudicator that Vanquis should compensate Miss W for the inconvenience it has caused. Having considered the full circumstances of this complaint and also awards that this service has made in similar cases, I find £100 to be a fair and reasonable amount.

my final decision

My final decision is that I uphold this complaint. In full and final settlement, I order Vanquis Bank Limited to:

1. Backdate the refund to the date of the transaction in March 2013 and re-work the credit card account accordingly to adjust the interest and charges.
2. Remove any adverse information from Miss W's credit file and ensure that it reflects the re-worked account.
3. Pay (not credit) Miss W £100 for the inconvenience caused.

Karen Wharton
ombudsman