

## **complaint**

Mr R complains about the customer service he has received from Canada Square Operations Limited in relation to a debt.

## **background**

Mr R used to have a credit card and a loan with a bank. He says he was told he needed to pay £6,000 to settle both accounts in 2007. So he did this. He has told us he paid his sister £10,330 in September 2007. She used this money to make two payments of £3,443 and £2,557 (£6,000 in total) to another business to repay his loan and credit card. He has provided relevant bank statements to support this.

Mr R has also provided us with a copy of his credit file dated April 2009. It shows that his credit card and loan have both been satisfied.

But Mr R says that he's still being pursued in relation to his loan account.

Our adjudicator was satisfied by the information Mr R has provided. He said that Canada Square should contact the current owner of Mr R's loan debt and tell it that the debt has been settled. And it should pay him £300 for the distress and inconvenience it has caused when it sold on a debt that had already been settled.

Canada Square didn't respond to our adjudicator. So I've been asked to review this complaint.

## **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 considered the evidence that's been provided (including extracts from his 2009 credit file and relevant statements) I'm also persuaded that Mr R's loan account has been settled. So I think Canada Square should update its records to reflect this, and contact the current owner of Mr R's loan debt to say the debt has been settled.

I can see why Mr R has been distressed by what's happened. He has been pursued by several debt collectors over the years, for a debt that was settled before Canada Square sold it on. And I think that Canada Square's lack of response to our service has meant that Mr R has had to wait around for longer than he should've done for his complaint to be resolved. It should've known that Mr R would've been inconvenienced by this.

To put matters right I think that Canada Square should pay Mr R £400 for the upset it has caused. That reflects its poor handling of this complaint. And the fact that Mr R has been hassled for so long about a debt he settled long ago. I think that if Canada Square had done more to engage with Mr R about this matter, it could've been resolved much sooner.

**my final decision**

My final decision is that Canada Square Operations Limited should:

- update its records – in other words, it should record the fact that Mr R's loan account has been settled.
- contact the current owner of Mr R's loan account and tell it that the debt has been settled.
- pay Mr £400 for the distress and inconvenience it has caused.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr R to accept or reject my decision before 8 January 2016.

Laura Forster  
**ombudsman**