

complaint

Mr C complains that Creation Financial Services Limited wrongly reported information about him to credit reference agencies causing him financial loss.

background

Creation Financial Services accepts that it made an error. Mr C applied for a loan of over £11,000 in October 2012. This was declined but Creation Financial Services reported this as an actual loan. When Mr C told it in 2015 what happened it removed the entry and has now offered to pay him £150 in compensation. But it said it did not agree it was responsible for Mr C being turned down for other credit.

The adjudicator did not recommend that it do any more. She said that she had not seen evidence that Mr C had been denied credit from other lenders as a result. And she had discussed with Mr C that a lender will not be willing to give the exact reason for its decision on an application. She said that Mr C's concerns about data protection would be better investigated by the Information Commissioner's Office.

Mr C did not agree and wanted his complaint to be reviewed. He said that the facts suggest that the loan refusals were due to this inaccurate information.

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 understand exactly the points Mr C is making. But I need to start by noting that in 2012, Creation Financial Services declined an application. That's before the error on Mr C's credit record. And looking over the whole period it's just not possible for me to find that the reason he was turned down for further loans is because of this error. Mr C has provided little evidence about these applications. I don't doubt he made them. But I'd need to be able to conclude that Creation Finance's error was most likely the reason they were not agreed. And I simply have insufficient evidence to do so.

I appreciate how frustrated Mr C is at what happened. And I know he will be disappointed when I say that the compensation offered is reasonable.

my final decision

My decision is that Creation Financial Services Limited should pay Mr C £150 as it has offered to do.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr C to accept or reject my decision before 29 April 2016.

Michael Crewe
ombudsman