

complaint

Mrs Q complains that Vanquis Bank Limited did not apply a payment to her account for almost three months and, although it backdated it, she incurred expenses in pursuing the complaint.

our initial conclusions

Our adjudicator recommended that the complaint should be upheld. She found that Vanquis had backdated the payment and refunded all charges, but she considered that it could have resolved the complaint sooner. She recommended that Vanquis should pay Mrs Q £100 compensation.

Vanquis responded to say, in summary, that it did not receive the account number with the payment advice and, therefore, it had done nothing wrong.

my final decision

To decide what is fair and reasonable in this complaint, I have considered everything that Mrs Q and Vanquis have provided.

Mrs Q says that she contacted Vanquis shortly after making her payment and asked that it checked its suspense account. Although Vanquis found Mrs Q's payment in the suspense account, it was not applied to her account for over two months. Vanquis provided evidence that it did not receive Mrs Q's account number with the payment, but I have also seen the number on Mrs Q's paying-in slip. Therefore, I am persuaded that the third party that forwarded the payment was at fault.

Nevertheless, Vanquis' customer contact notes show that Mrs Q first called within ten days of making the payment. Therefore, although I acknowledge that Vanquis backdated the payment and refunded any charges, I find it unreasonable that it took so long for the payment to be correctly applied. I further note that Mrs Q says that Vanquis failed to return her calls. I consider that she should be compensated for this and the costs that she says she incurred. With regard to the usual level of awards that we make in this area, I find that £75 is fair and reasonable compensation for Mrs Q's distress and inconvenience, with a further £25 to be paid towards her costs.

My decision is that I uphold this complaint. In full and final settlement of it, I order Vanquis Bank Limited to pay Mrs Q £100 for her costs, distress and inconvenience.

Under the rules of the Financial Ombudsman Service, I am required to ask Mrs Q either to accept or reject my decision before 28 February 2014.

Amanda Williams

ombudsman at the Financial Ombudsman Service

The ombudsman may complete this section where appropriate – adding comments or further explanations of particular relevance to the case.

ombudsman notes

what is a final decision?

- A final decision by an ombudsman is our last word on a complaint. We send the final decision at the same time to both sides – the consumer and the financial business.
- Our complaints process involves various stages. It gives both parties to the complaint the opportunity to tell us their side of the story, provide further information, and disagree with our earlier findings – before the ombudsman reviews the case and makes a final decision.
- A final decision is the end of our complaints process. This means the ombudsman will not be able to deal with any further correspondence about the merits of the complaint.

what happens next?

- A final decision only becomes legally binding on the financial business if the consumer accepts it. To do this, the consumer should sign and date the acceptance card we send with the final decision – and return it to us before the date set out in the decision.
- If the consumer accepts a final decision before the date set out in the decision we will tell the financial business – it will then have to comply promptly with any instructions set out by the ombudsman in the decision.
- If the consumer does not accept a final decision before the date set out in the decision, neither side will be legally bound by it.