

complaint

Mrs S complains that Lloyds Bank plc didn't update information on her credit file and the only car loan she could get was much more expensive than it would've been otherwise.

Lloyds paid Mrs S £325 compensation by way of apology to reflect its handling of this matter. And it offered to reimburse Mrs S the cash difference if she provides evidence to show that Lloyds' failure to update her credit file caused her to pay a higher interest rate.

Mrs S hasn't been able to provide this information and doesn't think this is going to be a way to resolve her complaint. Mrs S just wants Lloyds to pay her more compensation.

background

Our adjudicator didn't think we should uphold this complaint. Her view was that Lloyds undoubtedly made a mistake - but the bank had updated Mrs S' credit file and paid her fair compensation already. In particular, our adjudicator didn't think the bank's delay changing the status of a debt on Mrs S' credit file would've made any overall difference when Mrs S applied for car finance.

Mrs S says she was specifically told the bank's adverse data led to the higher rate. But this didn't change what our adjudicator thinks. That's because there'd still have been adverse data about Mrs S' payment history on file. So it'd be impossible to assess what difference a 'partially satisfied' debt would've made - as opposed to Mrs S having debt shown as outstanding on her credit file.

So the complaint has been passed to me to decide how to settle it.

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've also been able to listen to a phone call Mrs S had with one of our adjudicators. So I appreciate how strongly Mrs S feels about what happened. But I agree with the adjudicator for the same reasons.

my final decision

I don't uphold this complaint.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mrs S to accept or reject my decision before 5 February 2016.

Susan Webb
ombudsman