

complaint

Mr H complains that Capital One (Europe) plc has recorded incorrect information on his CreditWise credit report, showing he missed two payments.

background

Mr H has a credit card account with Capital One. He also uses Capital One's own credit report service CreditWise. CreditWise collects information from an external credit agency, Agency A.

In March 2018 Mr H complained to Capital One that his CreditWise credit report was reporting he had missed payments in the last two months. Mr H believed this information to be wrong so he asked for it to be corrected and to be paid compensation. Mr H said his credit reports from other credit reference agencies, including Agency A's own report, were not showing these missed payments.

Capital One said it hadn't done anything wrong and that it must be the case that Mr H had missed a payment on another account. Mr H believed that Capital One had given incorrect information about the missed payments and brought his complaint to this service.

The investigator found that Mr H had successfully made payments to his Capital One card over the six month period. She also could see that Capital One had provided this information to Agency A, who had then put this information into the CreditWise report. She said she couldn't tell where the missed payments had come from without Mr H raising complaints with his other creditors.

Mr H sent over a fresh view of his CreditWise report which still indicated he had missed payments in the last six months. He maintained Capital One had given incorrect information. The investigator revised her view and asked Capital One to explain why the CreditWise report was showing missed payments when the report from Agency A was not reporting any missed payments.

The screen shot of the report showed an arrow next to the missing payments notification. Through the investigator Capital One asked Mr H to expand the view of the report by clicking on the arrows, to identify which financial provider was reporting the missed payments. Mr H seemed unable to do this and asked for a final decision.

my provisional findings

After considering all the evidence I issued a provisional decision to Mr H and Capital One. In this decision I said as follows:

The data CreditWise reports comes from Agency A. The evidence provided by Mr H does suggest that he has missed payments. But it's not clear to me which account these missed payments relate to. As Capital One administers the CreditWise service Mr H has assumed they relate to his Capital One credit card account.

I can see that Mr H has not missed any payments to his Capital One credit card and that Capital One has provided correct information to Agency A regarding this account. So I'm satisfied that there isn't an error in the reporting of information to Agency A.

So, it would appear that there is either an error with the Capital One data from Agency A to CreditWise or the "missed payments" notification relates to a different account.

Capital One initially said that it doesn't have access to Mr H's CreditWise reports. It said the CreditWise website gives a number for customers to call which routes through to the customer relations team. Customers then complete a form which is sent to Agency A. Agency A would then send a full report to the customer along with a letter to advise that any further queries would be dealt with by Agency A. Mr H was eventually sent a copy of the full Agency A report. There is no indication specifically of any missed payments on this full report.

The only way to see what account was reporting the missed payments on CreditWise was for Mr H to expand the drop down box on his CreditWise reports. It's not clear to me why Mr H hasn't done this as the CreditWise service does allow a customer to expand the information. It's possible he is not able to or doesn't know how.

I asked Capital One again to open and access Mr H's CreditWise file to see what detail is behind the missing payments. Capital One directed the query to the CreditWise team. Having done so it said that CreditWise uses a "Q" marker to flag that users have accounts in arrears or missed payments. At the time of Mr H's complaint the most recent information CreditWise had was from the 22 March, Agency A data. On this set of data Mr H is recorded as having had a current account with a separate bank, Bank N, with a previous query "Q" status in the previous six months. Capital One said this triggered CreditWise to display that Mr H has had missed payments in the past six months because it includes "queries" in its missed payments metric.

I've looked at Mr H's credit file from Agency A and there is a query marker against Bank N during the period of this complaint. I asked Mr H if he recalled his account with Bank N having a query on it but I did not receive a response.

It's not my role to comment on a business' process, that's the role of the Financial Conduct Authority. So I'm not able to decide whether it's right or not that Capital One's CreditWise includes "queries" as part of its missed payments metric. But I'm satisfied with the explanation Capital One has provided regarding this. I'm also satisfied that correct information has been reported.

Capital One has said that it wasn't able to provide the information to Mr H at first because its front line staff do not have access to users' CreditWise accounts and Mr H would've had access by clicking on the drop down menu. As it's not clear to me why he didn't or couldn't do this I can't fairly hold Capital One responsible.

If Mr H is still concerned about his credit file it would be helpful for him to contact Bank N to identify the reason for the "query" marker.

Subject to any further information from either party my provisional decision was that Capital One hadn't done anything wrong and didn't need to do anything further.

Capital One accepted my decision. Mr H did not respond.

my findings

I've reconsidered all the available evidence and arguments to decide what's fair and reasonable in the circumstances of this complaint.

My provisional decision was sent to Mr H but he hasn't responded. Capital One has accepted it. So I see no reason to depart from its conclusion.

my final decision

My final decision is that I don't uphold this complaint.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr H to accept or reject my decision before 16 February 2019.

Maxine Sutton
ombudsman