

The complaint

Mr R complains that Argos Limited, trading as Argos Financial Services (“Argos”) didn’t amend the direct debit date on one of his plans and misadvised him that payments would be taken automatically using his new bank details.

What happened

In August 2023 Mr R contacted Argos and asked them to change his payment date from the 20th of the month to the 28th on all five of his plans. Argos only amended four of the plans, but they amended the other when Mr R contacted them a few days after payment had been taken. During this call Mr R asked Argos to change his bank details. He wasn’t informed that he would need to call Argos after his next payments had been taken, to set up his new bank payments.

Mr R complained to Argos about those issues, and they offer him £25 to compensate him for the distress and inconvenience caused. Our investigator thought that was reasonable, but Mr R wanted £50 and asked for a final decision by an ombudsman.

What I’ve decided – and why

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

I know it will disappoint Mr R, but I agree with the investigator’s opinion. I’ll explain why.

Where the information I’ve got is incomplete, unclear, or contradictory, as some of it is here, I have to base my decision on the balance of probabilities.

I’ve read and considered the whole file, but I’ll concentrate my comments on what I think is relevant. If I don’t comment on any specific point, it’s not because I’ve failed to take it on board and think about it but because I don’t think I need to comment on it in order to reach what I think is the right outcome.

I can see that Argos made mistakes here. They failed to update the payment dates for all of Mr R’s plans and they misadvised him about how to ensure his bank details were changed. But I don’t think those mistakes have created much inconvenience for Mr R. All of the payments towards his plans were collected and there was no impact on his credit file, and although the new payment details weren’t automatically updated he wasn’t put to too much inconvenience as he had to call to chase that, but would have needed to call anyway in order to set the new payment up after his payments due that month had been collected.

Taking all of that into account I think the £25 compensation Argos offered was reasonable and I’m not asking them to take any further action.

My final decision

For the reasons I’ve given above, I don’t uphold this complaint.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr R to accept or reject my decision before 12 September 2024.

Phillip McMahon
Ombudsman