

complaint

Mr T complains that Greenwood Personal Credit Limited (GPC) unfairly recorded adverse information on his credit file because its collection agent did not call to collect his loan repayments.

background

Mr T took out a loan through GPC. He expected his repayments to be collected on a weekly basis from him, but this did not happen. Mr T has now repaid the loan, but says a default has been unfairly registered on his credit file.

The adjudicator did not recommend that the complaint should be upheld. She said that the loan documentation was clear and Mr T should have known what he was agreeing to when he took out the loan, including that he was required to make weekly repayments. Mr T moved house shortly after taking out the loan. The adjudicator said that under the terms and conditions of the loan there were other ways that Mr T could make his repayments, other than through the collection agent. As Mr T's loan was repaid late she concluded that GPC had not unfairly recorded adverse information on his credit file.

Mr T did not agree with the adjudicator's recommendation and asked for his case to be reviewed by an ombudsman.

my findings

I have considered all the available evidence and arguments to decide what is fair and reasonable in the circumstances of this complaint. Having done so, I agree with the conclusions reached by the adjudicator, and for much the same reasons.

Mr T's loan was due to be repaid over 28 weeks. It was not repaid until after 60 weeks. I agree with the adjudicator that the terms and conditions of the loan required weekly repayments to be made, and there were other options available for making these, other than through the collection agent. I therefore cannot reasonably require GPC to remove the adverse information from Mr T's credit file as it accurately reflects how his account was run.

my final decision

For the reasons explained above my decision is that I do not uphold Mr T's complaint.

Kim Parsons
ombudsman