

complaint

Miss S complains that adverse credit information was unfairly recorded by Barclays Bank PLC when she exceeded her mortgage current account limit.

background

The adjudicator did not recommend the complaint should be upheld. He said that it was down to Miss S to operate the account within the limit. Barclays sent her monthly statements. It needed to report accurate information to credit reference agencies.

Miss S did not agree and said, in summary, that the limit on her account had been increasing each month for four years. It was the interest charge that took the account over the limit. She said she did not know she had to pay this.

my findings

I have considered all the available evidence and arguments to decide what is fair and reasonable in the circumstances of this complaint.

I understand why Miss S had not been concerned about the limit on the account as it had previously increased. But Miss S received monthly statements setting out what the limit was and the interest that would be charged the following month. This limit was relevant to her decision to draw money out – for example she took out £2,200 in September 2014.

Miss S knew of no particular repayment requirement for this part of her mortgage borrowing. But I do not consider it was reasonable for her to assume that the limit would always increase. I also note that Barclays sent her a letter in January 2011 when the account went over the limit before. This set out the times when adverse information would be reported to credit reference agencies.

I know Miss S will be disappointed with my conclusion that Barclays has not acted unfairly.

my final decision

In light of the above, my decision is that I do not uphold this complaint.

Under the rules of the Financial Ombudsman Service, I am required to ask Miss S to accept or reject my decision before 10 July 2015.

Michael Crewe
ombudsman