

DRN-1185386



The complaint

What happened

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.

Putting things right

My final decision

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr W to accept or reject my decision before 6 July 2020.

Syeda Ali
Ombudsman