

The complaint

Mr F's complaint is about being given a new credit card instead of being approved for a temporary credit limit increase on an existing card.

The details of this complaint are well known to both parties, so I will not repeat them again here. Instead, I will focus on giving the reasons for my decision.

My findings

I've 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 investigator for these reasons:

- Mr F is unhappy that Capital One gave him a new credit card on the same day it declined to give him a temporary credit limit increase on an existing card. He says this was irresponsible lending.
- Capital One has explained it uses different criteria to determine decisions on credit limits than on applications for new cards. Based on the conduct of Mr F's existing account and all other information it had available it determined it couldn't increase his current credit limit but would grant him a new credit card with a lower credit limit than the one he had originally asked for.
- Capital One is entitled to set the criteria it uses both to assess credit limit increases and new card applications. And those aren't matters we will interfere with. Although I understand Mr F's frustration I think it's applied those criteria fairly and its decisions were reasonable. And on balance I don't think Capital One's lending was irresponsible as Mr F suggests.
- It also reasonably tried to help Mr F in his time of need. After declining the credit limit increase it suggested an alternative and equally swift way for him to try to get some credit by applying for a new card. That was fair.

Overall I don't think Capital One has done anything wrong. For these reasons, I do not uphold this complaint.

My final decision

My final decision is that I do not uphold this complaint about Capital One (Europe) Plc.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr F to accept or reject my decision before 16 May 2020.

Stephen Cooper
Ombudsman