

## **The complaint**

Mr O complains he was sold an interest free credit card with Vanquis Bank Limited but was later charged interest. Mr O also complains that Vanquis Bank unfairly defaulted the credit card after he tried to close it.

## **What happened**

The details of this complaint are well known to both parties, so I won't repeat them again here. Instead, I'll focus on setting out the reasons for my decision.

## **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.

Having done so, I agree with the conclusions reached by the investigator for these reasons:

- I've listened to two calls Mr O had with Vanquis Bank during his application process in July 2019. I'm satisfied Vanquis Bank explained that the credit card was interest bearing and that Mr O confirmed he understood. In addition, Mr O accepted a credit agreement that says interest was payable on his credit card balance. I haven't found that Mr O was sold an interest free credit card by Vanquis Bank.
- As Mr O used the credit card for purchases but didn't repay the outstanding balance, the interest was correctly applied. I haven't found any errors in the way Vanquis Bank has added interest to the credit card.
- Mr O says he called to close the credit card in October 2019 and paid £52.19. But Vanquis Bank has no record of that call. I don't think Vanquis Bank would have told Mr O his account had been closed and terminated as an outstanding balance made up of Mr O's purchases and interest remained outstanding.
- Vanquis Bank closed Mr O's credit card and defaulted it in February 2020. I think that was a reasonable step to take as no payments were received after October 2019.

## **My final decision**

My decision is that I don't uphold this complaint.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr O to accept or reject my decision before 17 July 2020.

Marco Manente  
**Ombudsman**