

## The complaint

Mr A complains that Lloyds Bank PLC registered a marker at CIFAS, the national fraud database and wouldn't let him have a bank account.

## What happened

Lloyds received a report that fraudulently obtained funds had been received into Mr A's bank account in June 2016. This money was withdrawn. It registered the marker and then told Mr A that he could no longer have an account. Lloyds says that he tried to open accounts in 2019 using a slightly different name but that it wouldn't allow him to.

Our investigator recommended that Lloyds remove the CIFAS marker. Mr A had accepted that he'd been approached by someone on social media and who told him he could make some money using his account. But that he didn't then realise that he was being exploited and he has shown that he has mental health issues and other difficulties. Lloyds now agreed that in the circumstances it is reasonable to remove the marker. But our investigator said that it had the right to decide not to offer him a bank account in future. Its terms and conditions said that one reason for closing an account is if *"there is illegal or fraudulent activity on or connected to the account."* It had not done anything wrong in closing the account.

Mr A didn't agree and wanted his complaint to be reviewed. He didn't think that Lloyds had acted fairly. Not having an account was stopping him getting a job. He didn't think he was a risk to Lloyds, and he said he wanted to take this further.

## 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.

I understand Mr A's position and that he thinks that Lloyds didn't treat him fairly. He believes that its actions mean he can't get an account elsewhere. And he's frustrated that this is holding him back and that he was manipulated by a fraudster when he was younger.

Having reviewed all the information available, I agree with our investigator. I can see why Lloyds said it applied the CIFAS marker but it has now agreed to remove this and so I don't need to look into that further. It can make a commercial decision about whether or not to offer Mr A an account. It's explained why it closed his account and it didn't have to accept his applications in 2019.

I know our investigator told Mr A that this service wouldn't be able to help him get an account elsewhere as that's not our role. But she gave him details of organisations that might be able to help him. There'll be no CIFAS marker recorded anymore from Lloyds visible to other financial businesses following this complaint. I appreciate he will remain disappointed by the outcome here.

## My final decision

My decision is that Lloyds Bank PLC need do no more than it's now offered to and which it to remove the marker it registered at CIFAS.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr A to accept or reject my decision before 15 November 2020.

Michael Crewe  
**Ombudsman**