

The complaint

Mr F's complaint is that he received a statement after his credit card account with Vanquis Bank Limited was closed. He wants compensation for the stress this caused him.

What happened

Mr F contacted Vanquis on 17 March and asked to close his credit card account. He was told that a closure block would be added to his account and that although the statement balance was £0 there was some interest on the account which would show when his next statement was generated and that this would need to be paid for the account to close.

Mr F was sent an account closure letter dated 18 March. He paid the outstanding interest but says he then received a statement through the post in April 2020 which he wasn't expecting. He said this caused him stress.

Mr F also said that although the account should have been closed it was showing on his mobile banking app with a credit limit of £150.

Vanquis said that Mr F was given the correct information when he called to close his account in March 2020. It said he received his statement online and a statement was generated on 22 March confirming a small amount due for cash interest. This was paid on 23 March. Vanquis said that Mr F then contacted it on 27 March and was told his account was pending closure and once the final statement was provided in April 2020 the account would be closed. On 22 April the final statement was produced and sent to Mr F. It said the statements were produced correctly and confirmed that Mr F's account had been closed and no further statements would be sent.

Regarding the banking app, Vanquis said that this isn't blocked straight away after a closure block is added to an account. It allows customers to see the last two statements and that the balance is £0 before its fully closed.

Our investigator didn't uphold this complaint. He said that Vanquis had explained the need to provide the April statement and confirmed that the account had been closed. He noted the comments about the mobile banking app and said that if Mr F wished to make a complaint about this, he would need to raise it separately.

Mr F didn't accept our investigator's view. He said he suffers with severe anxiety and receiving the statement had a negative impact on his health.

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.

Mr F wanted to close his account and he contacted Vanquis about this. On the call in March 2020, it was explained to him that although there was a zero balance on his account, due to a cash transaction there was likely to be a small amount of interest showing on the next

statement which would need to be paid for the account to close. The account closure was added to Mr F's account at this time and the March statement generated shortly afterwards with a small amount owing. Mr F paid this on 23 March.

Mr F's complaint is that he then received a statement in the post in April 2020 which caused him anxiety.

I understand Mr F's comments that he wasn't expecting this statement. On the call on 27 March he was told his account was pending closure and that on the next statement date (April 2020) the account would close. Therefore, Mr F should have been aware that a final statement would be generated. Vanquis has also explained that it needs to send the final statement and that as there was activity on Mr F's account after the previous statement was generated (that is Mr F paying the amount due) a further statement will be generated to show the final zero balance. Given this information and the movements on Mr F's account I do not find that Vanquis did anything wrong by generating the April statement.

Mr F received his statements online however the final statement was sent by post. Vanquis has explained that as Mr F had requested his account to be closed it was set as 'pending' at which point all statements revert to being posted in line with its standard process.

Overall, I do not find that Vanquis did anything wrong by generating the April statement. It followed its usual account closure process for Mr F and provided him with the information he needed about this. So, while I understand this has been distressing for Mr F, I do not find that Vanquis has done anything wrong regarding the statements it provided.

Mr F has said that his mobile banking app is still showing as having an available balance. As our investigator has explained, this wasn't part of Mr F's complaint that was investigated by Vanquis and so if he is concerned about an issue with his mobile banking app, he will need to raise this as a separate complaint.

My final decision

My final decision is that I do not uphold this complaint about Vanquis Bank Limited.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr F to accept or reject my decision before 1 October 2020.

Jane Archer
Ombudsman