

The complaint

Mr A complains Creation Financial Services Limited (“Creation”) have declined payments on his credit card and sometimes required the use of his PIN when making contactless payments on the account.

What happened

Mr A came to us as he was unhappy with the response he’d received from Creation. He wanted Creation to give him a full, frank and detailed explanation as to what had prevented the use of his card when the spending pattern wasn’t unusual. He thought their response didn’t address the issue. Mr A thought Creation were failing customers on transparency and customer services and there was a problem with their security systems that ought to be addressed for all customers.

Our investigator was unable to find Creation had made a mistake either in relation to the transactions or the PIN requests on contactless use. So, he didn’t uphold the complaint.

Mr A didn’t agree with the investigator’s findings. He remained of the view that Creation hadn’t explained the issues. Mr A thought the investigator had accepted Creations security without scrutiny. And he was of the view that, as he had no issues with his current credit card, or others during his lifetime, that Creation had a problem that should be fixed. He asked for an ombudsman to review his case.

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.

The Financial Ombudsman Service is here to resolve *individual* complaints and to award redress where appropriate. So, I can’t comment on Mr A’s concerns insofar as they impact other customers. And I don’t perform the role of the industry regulator – that’s Financial Conduct Authority (“FCA”). If he thinks it necessary, Mr A can refer *general* concerns to regulator, I can see the investigator has already provided their details. It’s my role to put consumers back into the position that they should’ve been in if the mistakes hadn’t been made. As I find Creation haven’t made any mistakes here, I can’t uphold this complaint and reasonably ask them to do anything further. I’ll explain why I think that.

There’s no dispute Mr A had difficulties with the transactions here or that he’s been asked to input his PIN for certain contactless transactions. But Creation have explained why and how this came about. And the information they’ve sent satisfies me the transaction blocks were caused by their security procedures. The investigator has explained the reasons. why a particular transaction might trigger security whilst another doesn’t, aren’t shared with customers as that’s confidential information for the business.

Mr A thinks a customer should know the reasons for a block or the PIN use, as without that knowledge the customer can’t be expected to prevent those blocks. But I’m afraid I disagree.

Banks want to protect customers from fraudsters. So, I think, it's reasonable for them to keep such sensitive information - which could be used by potential fraudsters to manipulate security procedures – confidential.

Given that Mr A feels strongly about this, he may want to pursue the matter further through other routes. I can see he's already closed his account with Creation. But my decision brings to an end what we – in trying to resolve his dispute with Creation informally – can do for him. I'm sorry if this disappoints Mr A.

My final decision

My final decision is that I do not uphold this complaint.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr A to accept or reject my decision before 21 December 2020.

Annabel O'Sullivan
Ombudsman