

The complaint

Mr G complains that Lloyds Bank PLC closed his accounts even though he explained he had been the victim of fraud.

What happened

In May 2020 Lloyds wrote to Mr G and said that it would be closing his accounts after 65 days. He complained and said that a marker on the CIFAS national fraud database had been added when his cheque book from another bank was taken and used without his authority. He is unhappy that Lloyds still closed his accounts. And he says that this had a significant impact on him as he has a disability.

Lloyds said in its final response that it had reviewed his accounts and decided to close them. And that it hadn't added any information at CIFAS about that decision. It also referred to Mr G's application for accounts to another part of its business grouping being declined "*from reviewing information held with CIFAS and credit reference agencies*".

Our investigator didn't recommend that the complaint be upheld and said that Lloyds had acted within its terms and conditions. She said that any marker at CIFAS wasn't down to Lloyds and this was something Mr G might want to take up with the relevant financial business.

Mr G didn't agree and wanted his complaint to be reviewed by an ombudsman.

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.

Our investigator has correctly referred to the terms and conditions of the accounts Mr G held with Lloyds. And here a commercial decision was made to close them and in the letter about this Lloyds gave Mr G the required notice period.

I'm satisfied that this decision was taken when Lloyds reviewed all the information it had about Mr G including his account history. It had heard his explanation about the marker at CIFAS. I know how devastating the decision was for Mr G given his personal circumstances and I can see that Lloyds considered an appeal but didn't change its position.

I can't look in this complaint about Lloyds at the circumstances in which a fraud marker came to be recorded at CIFAS that Mr G refers to. That would be something he would need to take up with the business who added it or with CIFAS. I am looking here at whether Lloyds made a mistake or acted unfairly in closing his accounts.

I know Mr G will be very disappointed when I say that I don't think it did and so I won't be asking it to do anything further.

My final decision

My decision is that I do not uphold this complaint.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr G to accept or reject my decision before 18 March 2021.

Michael Crewe
Ombudsman