

The complaint

Mr F complains that Vanquis Bank Limited (“Vanquis”) haven’t refunded interest on a transaction despite the merchant refunding 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 giving my 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.

I know it will disappoint Mr F, but I agree with the investigator’s opinion. Please let me explain why.

Where the information I’ve got is incomplete, unclear or contradictory, as some of it is here I have to base my decision on the balance of probabilities.

I’ve read and considered the whole file, but I’ll concentrate my comments on what I think is relevant. If I don’t comment on any specific point it’s not because I’ve failed to take it on board and think about it but because I don’t think I need to comment on it in order to reach what I think is the right outcome.

Mr F received a refund for his flight from the merchant, but it was his choice not to pay off the balance of his credit card and, until that was done, Vanquis were fairly able to charge interest on the outstanding balance as that’s what the terms and conditions of Mr F’s credit card allowed them to do.

So, I’m not asking Vanquis to take any further action.

My final decision

For the reasons I’ve given above I don’t uphold this complaint.

Under the rules of the Financial Ombudsman Service, I’m required to ask Mr F to accept or reject my decision before 17 August 2021.

Phillip McMahon
Ombudsman