

## The complaint

Mr T complains about the way Tandem Bank Limited communicated with him on a savings account he held with them.

## What happened

Mr T held a two-year fixed rate savings account with Tandem. At the end of year one, Tandem sent an account statement to Mr T. And at the end of year two, it sent another statement of interest paid for that second year. Mr T asked Tandem to provide a statement covering the two years he'd held the account, so he could check the interest accrued over the entire period matched what he'd been paid.

Tandem said it only provided statements for one year at a time. Mr T complained. Tandem didn't think it had done anything wrong, but it apologised for not raising a complaint when it said it would and offered £20 compensation to reflect any inconvenience caused. Mr T didn't accept that, he wanted £150 compensation for Tandem not sending him a statement covering the two years, so he brought a complaint to this service.

Our investigator didn't uphold the complaint. She was satisfied that Tandem had provided Mr T with enough information for him to check the interest amounts, even though it hadn't been done with a combined statement covering the two years, as he wanted. She said whilst Tandem had provided £20 for not logging a complaint, as complaint handling isn't a regulated activity, she wouldn't comment on that.

Mr T didn't accept that, so the matter has come to me to decide.

## 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.

Tandem has said its system automatically generates the statements on a yearly basis, so it wasn't able to fulfil Mr T's request to produce a separate statement covering the two-year period.

I've checked the terms of Mr T's account, it says the following about statements:

*"we'll provide statements annually, and at the end of the fixed period. You can also request one at any time."*

This doesn't say that the statement sent at the end of the fixed period will cover the entire fixed period. But I can see why Mr T might have been given that impression, given the above term says statements will be sent annually *and* at the end of the fixed period. I don't think it was unreasonable for Mr T to think, based on what was written, that he may receive a statement covering the entire fixed period at the end. Tandem says its system doesn't allow for that to happen. But I think the wording could set this out more clearly.

But my role is to decide if I think Mr T has lost out financially as a result, and I don't think he has.

Mr T explained he wanted a statement covering the two years so he could check he'd been paid all of the interest he should have been. I think the information Tandem has provided him

has enabled him to do that. He has his two annual statements, as well as a certificate of interest for tax purposes. And I haven't seen anything to suggest Tandem hasn't paid the correct amount of interest it should have done. So I don't think it needs to do anything further.

This service can make awards where a business' mistake has caused unnecessary distress or inconvenience to its customer. But I'm not satisfied it has caused Mr T enough inconvenience for me to make a compensation award. Whilst it couldn't provide the information in one document, the information it has provided in relation to the interest is clear. So Tandem doesn't need to pay him £150 compensation.

I can see Tandem has offered Mr T some compensation for not logging the complaint when it said it would. As our investigator explained, this isn't something our service can review, as the handling of Mr T's complaint by Tandem isn't a regulated activity. And so it isn't something this service can consider and falls outside of our jurisdiction.

### **My final decision**

My final decision is that I don't uphold this complaint.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr T to accept or reject my decision before 1 September 2021.

Michelle Henderson  
**Ombudsman**