

## **The complaint**

Mr H had complained that PayPal (Europe) Sarl et Cie SCA has limited his account.

## **What happened**

The details of the complaint are well known to both parties, so I will not repeat them again here. Instead, I will focus on giving the 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.

Having done so, I agree with the investigator's opinion for broadly the same reasons. I will explain why.

PayPal has provided evidenced to show that Mr H has two accounts with PayPal. The first account, PayPal blocked due to Mr H having a negative standing. Mr H then proceeded to open a second account, and this account too now has a negative standing. Having reviewed PayPal's user agreement, which Mr H would have had to agree to in order to open an account states that PayPal is able to limit, restrict or terminate accounts or use of its services if money is owed on account. As such, I can't reasonably conclude that PayPal has acted unfairly in relation to placing a limit on Mr H's account.

However, I have also considered the fact Mr H did try to contact PayPal via its online message portal to enquire about paying his outstanding balance, as he no longer had access to his account. It appears this conversation was closed without a response from PayPal. I appreciate PayPal has explained that Mr H was aware of his outstanding debt on his previous account and had been paying the outstanding balance using a monthly debt management service. However, Mr H was enquiring how to pay his new outstanding balance and given the fact Mr H had reached out to ask PayPal how to do this, I think it would have been good service to have either provided him with an answer, or at least advise him that he needed to call the customer service number. Instead Mr H was left wondering why his question and concerns had been ignored.

## **Putting things right**

With that in mind I do think PayPal could have provided more support and a better service in relation to this for Mr H. As such, I think it is reasonable to conclude, that Mr H was left confused about how to move forward with his account. As such, I agree with the investigator that PayPal should pay Mr H £40 for the inconvenience it has caused. However, in regards to the limit on Mr H's account, I can see that PayPal has now provided Mr H with a contact number to call, as such I won't be asking PayPal to do anything further.

**My final decision**

My final decision is that I uphold this complaint and require PayPal (Europe) Sarl et Cie SCA to pay Mr H £40.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr H to accept or reject my decision before 31 May 2022.

Jade Rowe  
**Ombudsman**