

## **The complaint**

Mr and Mrs W complain that Barclays Bank UK PLC (Barclays) missed information from the monthly statement on their joint account, which they say caused them a loss.

## **What happened**

Mr and Mrs W needed to buy a new car, so they applied for a loan with a lender. This lender said that it would need bank statements with both Mr and Mrs W's name on them before it would proceed with the loan application.

Mr and Mrs W requested statements for their joint account from Barclays, however, when they got the statements, they realised that only Mrs W's name was showing on them. And they say that because of this, they weren't given a loan from the lender, because they couldn't prove the account was in joint names.

Mr and Mrs W then made an application for a loan with Barclays, and they weren't accepted.

In response to Mr and Mrs W's complaint, Barclays added Mr W's name to the statements, so the statements were showing both account holders. It also provided Mr and Mrs W with a letter to say it had made a mistake, and that the account has always been in joint names. It said that it couldn't guarantee that any application for a loan would be accepted. But it did pay Mr and Mrs W £25 to apologise for not calling her back when it said it would.

Our investigator also looked into things for Mr and Mrs W. They upheld the complaint because they didn't think Barclays had done enough to put things right for Mr and Mrs W. They felt that there had been an error, which had caused Mr and Mrs W an inconvenience and so they thought that Barclays should increase its offer by £100.

Barclays agreed to pay Mr and Mrs W an additional £100. However, Mr and Mrs W didn't think this was enough to settle things. They said that they had since taken out another loan for a car, but this was at a higher rate than what had previously been offered to them. And so they've lost out here too.

Because Mr and Mrs W didn't agree with our investigator's recommendations, the complaint has been passed to me to make a decision on the matter.

## **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've decided to uphold Mr and Mrs W's complaint.

There isn't any dispute that Barclays made an error in removing Mr W from the statements. Barclays think this likely happened back in 2015, when Mr and Mrs W got married and Mrs W updated her name. It seems to me that only Mrs W has been showing on the statements

for a number of years now, so the impact to them could have been minimised had they noticed this sooner.

Nevertheless, clearly Mr and Mrs W have experienced some inconvenience as a result of Barclays actions. They've had to wait for the issue to be resolved and there was a delay in the letter being sent to them which would have proved the account had been held in joint names for a long time.

Mr and Mrs W say that as a result of this, they lost out on a loan provided by a different lender. And they also weren't approved for a loan with Barclays. I can't be certain if Mr and Mrs W would have been approved for a loan with the other lender. The lender has asked for more information as part of its checks, but this doesn't mean that they'd have been successful in their application.

I can see that Mr and Mrs W have raised concerns about how Barclays processed an application they made for a loan. This isn't a complaint that I'm aware Barclays has investigated, and so I don't think it would be fair for me to comment on that in this decision. Although, it's worth noting that I haven't seen anything that leads me to believe that the initial error Barclays made with Mr W's name not being on the statements has led to the application being declined.

I appreciate that Mr and Mrs W have since had to take out a loan for a higher rate, but as I've said previously, I haven't seen any evidence to persuade me that they were ever accepted for a loan by the initial lender, or by Barclays. And so, I can't fairly say that Barclays' error has led them to a loss here.

While I haven't looked at the reasons Mr and Mrs W's loan application was declined by Barclays, generally speaking, a business like Barclays, can decline a loan if the application doesn't meet its lending criteria. It doesn't have to let the customer know the reasons for this. However, if Mr and Mrs W feel Barclays have been unfair in declining their application then they'll need to raise this with Barclays.

For the reasons set out above, I think Barclays caused Mr and Mrs W inconvenience, and could have provided them with the letter of proof sooner than it did, so I think they need to do something to put things right for Mr and Mrs W.

### **Putting things right**

I think that Barclays should increase its offer by £100 – meaning it should pay a total of £125 compensation.

But I won't be asking Barclays to offer anything further in terms of the losses Mr and Mrs W say they incurred on a loan rate. I say this because I haven't seen anything that satisfies me that Barclays actions has led to this loss.

### **My final decision**

For the reasons set out above, I uphold Mr and Mrs W's complaint. I order Barclays Bank UK PLC to put things right by doing what I've said above.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mrs W and Mr W to accept or reject my decision before 16 March 2022.

Sophie Wilkinson

**Ombudsman**