

## The complaint

Ms H complains about credit card interest charged by NewDay Ltd trading as Amazon Platinum Credit Card (Amazon).

## What happened

In May 2021 Ms H opened an Amazon credit card that had a 0% promotional interest rate. Ms H transferred a balance to her card and began making monthly payments to repay it before the end of the promotional rate. Ms H also used her credit card for purchases.

In July 2021 Ms H noticed she'd been charged interest by Amazon and contacted it to ask why. Amazon agreed to refund the interest applied to the credit card. But a few months later Ms H noticed more interest charges and complained.

Amazon sent Ms H a final response but didn't uphold her complaint. Amazon said interest was charged in line with the terms and conditions. Amazon explained that interest was payable on purchases if the full balance of the credit card isn't cleared each month.

An investigator at this service looked at Ms H's complaint but thought Amazon had dealt with it fairly. Ms H asked to appeal and says she feels Amazon misled her. As Ms H asked to appeal, her complaint has been passed to me to make a 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.

Ms H has told us she feels misled by Amazon as she thought no interest would apply during the promotional period of her credit card. Ms H has also told us she feels Amazon's reliance on its terms and conditions is unfair. I can see the credit card doesn't operate as Ms H thought. I've looked at the information Amazon gave when advertising the balance transfer promotion and when Ms H agreed to proceed with the credit card.

The promotional information gives general details about the interest charged and when the rate ends. It says no interest will be applied to balance transfers that are made during the promotional period. Whilst I agree there's a lot of information in the terms and conditions, I haven't found that details of how interest is charged were buried in the small print. In the section *How do we work out the interest you pay?* Amazon explains it doesn't charge interest on purchases made during the previous statement period if the borrower repays the outstanding balance "*including balance transfers...*" This is the first bullet point and specifically confirms that purchases will incur interest if the balance transfer amount remained outstanding. I'm sorry to disappoint Ms H but I haven't been persuaded that Amazon hid the information or misled her.

As I'm satisfied Amazon has correctly applied interest to Ms H's credit card and dealt with her complaint fairly, I'm not telling it to do anything else.

**My final decision**

My decision is that I don't uphold Ms H's complaint.

Under the rules of the Financial Ombudsman Service, I'm required to ask Ms H to accept or reject my decision before 22 July 2022.

Marco Manente  
**Ombudsman**