

The complaint

Mr B complains about issues opening an account with Barclays Bank UK PLC (Barclays). He would like more compensation than the £75 Barclays has offered.

What happened

The details of this complaint are well known to both parties so I won't 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 have reached the following conclusions:-

- There is no dispute that Mr B had problems opening an account with Barclays. This was due to a systems error – that's unfortunate but these problems can occur. The main issue is the appropriate level of compensation as Mr B doesn't feel the £75 Barclays offered is fair.
- I think it's reasonable that Barclays pay some compensation to Mr B. As I understand it he applied to open an account in July 2021 but five months later the account still hadn't been opened. It's unfortunate that, although the systems problem was resolved, it didn't resolve Mr B's issue and Barclays advised him he would need to apply for the account again. I don't doubt this caused Mr B some considerable frustration and inconvenience.
- Mr B has made a lot of comments in relation to what factors we should consider about compensation and I have considered these carefully.. When we look at compensation payments we take a variety of factors into account . We don't 'calculate' compensation payments in the way Mr B has requested - he has asked for £100 for each month until Barclays confirmed the account hasn't been opened giving a total of £500. Neither do we look at what a business can 'afford' . We look at the impact of the , in this case , Barclays actions on Mr B.
- Mr B told us during the application process access to his other accounts was blocked but I haven't seen any evidence to confirm that. Barclays made the point that Mr B didn't complain until 5 months after he opened the account so it believes the impact on him was small. Given Mr B's personal circumstances I appreciate going into a branch might have been difficult. But I think he could have raised the problem sooner by phone if the outstanding application left him with no access to funds at all. Additionally, Mr B hasn't given us any evidence of any loss that he has incurred that I could consider. So, I feel the compensation is for the general level of distress and inconvenience caused by a problem occurring that took some time and effort on Mr B's part to deal with . I do think given all I have seen that the £75 Barclays offered is fair.

My final decision

The business has already made an offer of £75 compensation to settle this complaint. I think this offer is fair in the circumstances.

In full and final settlement Barclays Bank UK PLC should pay Mr B £75 compensation for distress and inconvenience.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr B to accept or reject my decision before 21 November 2022.

Bridget Makins
Ombudsman