

The complaint

Mr R complains about changes to a credit card account he holds with HSBC UK Bank Plc which meant he incurred charges and interest he wasn't expecting.

What happened

The details of this complaint are well known to both parties, so I won't repeat them again here. The facts are not in dispute, so I'll 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.

HSBC admit they made changes to Mr R's credit card account which meant he incurred interest and charges on a type of transaction where that previously wasn't the case. HSBC agree they didn't notify Mr R of the change when they should've done so.

When dealing with our Investigator HSBC agreed to refund a total of £189.98 in interest and charges. This is the amount charged in cash advance fees and interest for the transactions.

Looking at the statements I'm satisfied the amount is a full refund of interest and charges incurred on the transactions.

HSBC also offered to pay £50 for the inconvenience caused by what happened.

I've considered everything provided by Mr R and I think the £50 is a fair offer to apologise for what happened and the inconvenience caused. Mr R contacted HSBC several times to sort things out and was put to some inconvenience complaining. And I know it has taken some time for the full refund to be agreed. I think the £50 fairly recognises the trouble caused.

Having carefully thought about everything that happened I'm satisfied the offer is a fair way of resolving the complaint.

Putting things right

HSBC UK Bank Plc should refund a total of £189.98 to the credit card account and also pay £50 for the inconvenience caused.

My final decision

HSBC UK Bank Plc has made an offer to refund £189.98 and pay £50 for the inconvenience caused and I think this is fair in all the circumstances.

So my decision is that HSBC UK Bank Plc should pay Mr R a total of £239.98.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr R to accept or reject my decision before 16 May 2023.

Warren Wilson
Ombudsman