

## The complaint

Mr S says that Bank of Scotland plc, trading as Halifax, were unreasonable to close his credit card account.

## What happened

The details of this complaint are well known to both parties, so I won't repeat them again here. Instead, I'll focus on giving my 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.

I know it will disappoint Mr S, but I don't think Halifax have done anything wrong here. I'll explain why.

I've read and considered the whole file, but I'll concentrate my comments on what I think is relevant. If I don't comment on any specific point it's not because I've failed to take it on board and think about it but because I don't think I need to comment on it in order to reach what I think is the right outcome.

Halifax wrote to Mr S in July 2023 and advised that they had reviewed his account and had decided to close it in two months' time. They didn't provide a reason for the closure.

Mr S has explained that he's never been in a period of arrears, has been with Halifax for twenty years, and has made payments to creditors through Halifax and always on time. He's explained that he is a in receipt of a war disablement pension and that Halifax have signed an Armed Forces Covenant which commits them to support the armed forces community and show special consideration to consumers like him. He's concerned that the account closure will reflect badly on his credit file.

Halifax's terms and conditions explain that they can close the account. They say that in those circumstances, "...we will give you two months' notice in writing to close your account and end the agreement"; that's what they did when they wrote to Mr S in July 2023. Halifax don't have to give reasons for closing the account, those reasons may be commercially sensitive. I can't see that Mr S has been financially disadvantaged by their decision and that they should, therefore, have given more notice. Halifax were reasonable when they offered to manually review the decision and at that point Mr S may have been able to raise the issue he's raised with us about the Armed Service's Covenant. But I don't think it's likely Halifax were aware that issue may be something that warranted consideration when they made the decision to close his account. I note Mr S's concern that the closure may impact his credit file but that would be unusual, and I think unlikely. I've not seen evidence that has been the case.

Ultimately, while I understand Mr S would have been upset by the decision to close his account, it's not for this Service to tell Halifax who to lend money to, and I think they gave

reasonable notice when withdrawing from the agreement they had with Mr S. I'm not, therefore, asking them to take any action.

### **My final decision**

For the reasons I've given above, I don't uphold this complaint.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr S to accept or reject my decision before 9 May 2024.

Phillip McMahon  
**Ombudsman**