

The complaint

Mr G is complaining about Lloyds Bank PLC because he doesn't agree with the way it adds transactions to his monthly credit card statements. He's also unhappy with the way his complaint was handled, saying the bank only tried to call him once to discuss his concerns before issuing a written response.

What happened

Mr G has a credit card with Lloyds and receives monthly statements. He's unhappy that transactions carried out on the same day as his monthly statement was issued were added to that month's statement rather than the statement for the following month.

Lloyds didn't uphold Mr G's complaint. It said it has no control over when transactions post to his account. It explained that when he makes a transaction, the merchant sends an online check to ensure the card is valid and there's enough credit available to cover the purchase. Once it authorises a transaction, Lloyds said the merchant has seven days to take the funds and it's up to them when they do this. If they take the funds immediately, they'll be added to the account on the same day.

Our investigator didn't recommend the complaint be upheld. She reiterated Lloyds' explanation of how the account works and didn't think the bank had done anything wrong.

Mr G didn't accept the investigator's assessment. He maintains that Lloyds can control the cut-off for when transactions are included in account statements and tell him when that is.

The complaint has now been referred to me for review.

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 reached the same overall conclusions as the investigator, and for broadly the same reasons. If I haven't commented on any specific point, it's because I don't believe it's affected what I think is the right outcome. In considering this complaint I've had regard to the relevant law and regulations; any regulator's rules, guidance and standards, codes of practice, and what I consider was good industry practice at the time.

Lloyds has explained the circumstances in which a transaction will be added to a statement even if it's made on the day the statement is issued. Theoretically, the bank could choose to delay showing transactions on a statement until the following month if made on the same day as the statement is issued. But it's not obliged to do so and I think it's fair and reasonable for the bank to include all transactions completed (that is where the merchant has already claimed the funds) before a statement is issued – even those completed on the same day – in that statement.

I understand Mr G's desire to budget effectively and the best way he can do that is to make sure any purchases he doesn't want included in his next statement are delayed until after that statement is issued. A review of recent statements shows these are consistently issued between 7th and 9th of each month. If Mr G would prefer that statements were issued in a different part of the month, to coincide with his payday for example, he can contact Lloyds to request this.

I note Mr G's concerns about the way Lloyds responded to his complaint, but complaint handling isn't a regulated activity I can investigate. This notwithstanding, it appears the bank did try to call him in the first instance. When it wasn't able to get hold of him, and given it has a regulatory obligation to respond to complaints, I think it was reasonable to issue a written response at that point.

It's for these reasons that I'm not upholding Mr G's complaint. I realise this outcome will be disappointing for him, but I hope the additional explanation provided at least helps him to understand the reasons.

My final decision

For the reasons I've explained, I'm not upholding this complaint.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr G to accept or reject my decision before 22 April 2024.

James Biles
Ombudsman