

The complaint

Mr H has complained that American Express Services Europe Limited (AESEL) ('Amex') has closed his credit card account.

What happened

Mr H had an account with Amex, but it decided to close it. Mr H feels this was unfair, particularly as it had recently made two increases to his credit limit.

One of our investigators looked into what had happened, but didn't think Amex had behaved unreasonably.

This was because it had given two months' notice of its decision to close the account, in accordance with the account terms and conditions. And, it was entitled to close the account, just as a consumer is equally entitled to do.

Our investigator understood Mr H's frustration with the account being closed, despite having the credit limit increased once before he received notice of the impending closure, and once afterwards. However, it appears the increase was automated, and wasn't linked to the decision regarding the closure.

And, once the two months' notice had been given, it was reasonable that Amex wouldn't allow any further transactions on the account.

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'm not upholding it. This is for the same reasons as given by our investigator. I'm satisfied that Amex was entitled to close the account, and gave the required notice.

I agree that it must have been frustrating that this happened at the same time as two credit increases, but I'm satisfied these weren't linked. And, as the account was to be closed, it's reasonable that no further spending would be permitted.

My final decision

For the reasons given above, it's my final decision not to uphold this complaint.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr H to accept or reject my decision before 19 November 2024.

Elspeth Wood
Ombudsman