

The complaint

Mr L complains Barclays Bank UK PLC, trading as Barclaycard, closed his credit card account without notice nor explanation.

What happened

The details of this complaint are well known by both parties, so I won't repeat them again here in detail. Instead, I'll focus on setting out some of the key facts and on giving my reasons for my decision.

This decision only deals with Mr L's complaint about his Barclaycard credit card.

In November 2023, Barclaycard notified Mr L it was closing his account with immediate notice. Unhappy, Mr L complained. Barclaycard didn't uphold Mr L's complaint.

Mr L referred his complaint to this service. One of our Investigator's looked into it, and they recommended it wasn't upheld. As Mr L didn't agree with what our Investigator said, this complaint has been passed to me to decide.

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 decided not to uphold this complaint. I'll explain why.

As a UK financial business, Barclaycard is strictly regulated and must take certain actions in order to meet its legal and regulatory obligations. It's also required to carry out ongoing monitoring of an existing business relationship. That sometimes means Barclaycard needs to restrict, or in some cases go as far as closing, customers' accounts.

Barclaycard is entitled to close an account just as a customer may close an account with it. But before Barclaycard closes an account, it must do so in a way, which complies with the terms and conditions of the account.

The terms and conditions of the account, which Barclaycard and Mr L had to comply with, say that it could close the account by giving him at least two months' notice. And in certain circumstances it can close an account immediately or with less notice.

Barclaycard has provided this service with information to explain why it closed Mr L's account in the way it did. Having carefully considered this, I'm satisfied it has acted fairly in doing so, and in line with its obligations.

I know Mr L would like a detailed explanation, but Barclaycard is under no obligation to do so. I would add too that our rules allow us to receive evidence in confidence. We may treat evidence from regulated businesses as confidential for a number of reasons – for example, if it contains security information, or commercially sensitive information. Some of the

information Barclaycard has provided is information we consider should be kept confidential.

I note Mr L is unhappy he feels his prospects of obtaining a specific type of credit card with Barclaycard has been adversely impacted. I can't consider an event that hasn't happened. Nor can I direct Barclaycard to open such an account in the future, particularly as it has acted in line with its obligations when closing Mr L's previous account. Barclaycard would need to deal with any new application based on its internal policies and processes.

My final decision

For the reasons above, I have decided not to uphold this complaint.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr L to accept or reject my decision before 20 November 2024.

Ketan Nagla
Ombudsman