

## **The complaint**

Mr G is unhappy that Zempler Bank Limited trading as Cashplus failed to activate his credit card.

## **What happened**

In early June 2024, Mr G complained to Cashplus that his new bank card didn't work. Mr G told Cashplus he'd waited on the phone to try and activate it but nobody answered. Then he tried to use the Cashplus app but his card still didn't work. After Mr G contacted Cashplus on 12 June 2024, it activated his card. Cashplus says it could see that Mr G completed two purchases using the card later the same day.

Cashplus said it had no record of Mr G making contact to activate the card before it spoke with him on 12 June 2024. It apologised for any difficulties Mr G had activating his card and credited his account with £25. Cashplus noted Mr G's request for contact only by email but said it reserved the right to contact him via any means if it needed to discuss his lending.

Our investigator didn't uphold Mr G's complaint. He said he could not hold Cashplus responsible for any unsuccessful contact. Our investigator thought that once Mr G's card was activated he was able to use it to make purchases. Our investigator didn't think Cashplus had made a mistake but thought £25 compensation for any inconvenience was fair.

Mr G came back to our investigator to say that his card does not work with 3-D Secure (3DS). He said the issue with 3DS was the subject of his complaint to Cashplus and the Financial Ombudsman Service. Mr G said that he had three calls with Cashplus about 3DS but the issue was not resolved.

Our investigator said he wasn't aware that 3DS was still not working for Mr G, so he went back to Cashplus to make further enquiries. Cashplus came back with details of several transactions which had been approved but then confirmed that the transactions were not 3DS transactions.

Cashplus said it could not understand why 3DS wasn't working. Cashplus said it conducted a reset on 12 June 2024. As it didn't hear further from Mr G, Cashplus was not aware that the issues with 3DS had not been resolved. Cashplus said it had not received a complaint about 3DS still not working. Cashplus asked for any evidence Mr G could supply about the 3DS problem. It said the problem may be more involved and that its IT department would need to investigate further.

Our investigator told Mr G that as Cashplus wasn't aware that the problem with 3DS persisted after it spoke with him on 12 June 2024, he would need to raise this as a new complaint if Cashplus could not resolve the issue.

Mr G says that the complaint he raised on 7 June 2024 specifically raised the continuing 3DS failures, so he doesn't agree that he would need to raise a further complaint.

Our investigator explained that although Mr G had initially complained about 3DS, Cashplus understood the issue had been resolved when it issued its final response and paid compensation for any inconvenience activating his card. Our investigator explained that he could not deal with the ongoing issue as part of this current complaint and that Mr G would need to raise this with Cashplus first.

Cashplus has confirmed that it has raised the ongoing issue of failed 3DS transactions with its IT team to investigate on behalf of Mr G.

### **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 appreciate that I have summarised this complaint in less detail than the parties and that I have done so using my own words. The rules that govern our service allow me to take this approach but it doesn't mean I have not considered everything the parties have given to us.

I am aware that Mr G is unhappy with the way that we have conducted the investigation and has raised a service complaint. As the service complaint is being dealt with by another team, I don't comment on it as part of my decision. I hope that Mr G will understand.

Our service can only consider a complaint if the business has already been given a chance to put things right. In Mr G's case, it is correct to say that he raised an issue about 3DS not working when he contacted Cashplus on 12 June 2024. However, Cashplus' notes indicate that it reset 3DS and advised Mr G that the transaction was pending and he should contact the merchant.

When Cashplus sent a final response on 20 June 2024, as far as I am aware, it didn't know there was an ongoing issue with Mr G's 3DS. Cashplus apologised for any inconvenience caused when activating Mr G's card and paid £25 compensation. Based on the situation as Cashplus understood it at the time – that it had no record of Mr G calling to activate his card before speaking with him on 12 June 2024 - and as it thought the issue with 3DS was resolved the same day, I think £25 compensation was fair.

Cashplus says that the problems which Mr G continues to face with 3DS may run deeper, so it needs to investigate them further. Without giving Cashplus a chance to try and find the underlying cause of the problem, I don't consider it reasonable to award additional compensation at this stage. I appreciate that this will be frustrating for Mr G but I have to be fair to both consumer and business.

Our investigator has asked Cashplus to work with Mr G about the ongoing issues with 3DS. So, it will be for Mr G to raise his concerns further with Cashplus if it fails to resolve the problem, before coming back to our service if he remains unhappy.

### **My final decision**

My final decision is that I don't uphold this complaint in the sense that I find Cashplus has already done enough to put things right..

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr G to accept or reject my decision before 13 November 2024.

Gemma Bowen

**Ombudsman**