

## **The complaint**

Ms C complains that Vanquis Bank Limited (Vanquis) were unreasonable to close her account and report adverse information to her credit file. She says they should allow her to re-open the account.

## **What happened**

Ms C entered into a credit card agreement with Vanquis in 2016.

In April 2023 Vanquis agreed a repayment plan with Ms C. When the plan completed Vanquis closed the account.

Ms C said they were unfair to close the account and to report adverse information to her credit file.

When Ms C was unable to resolve matters with Vanquis she referred her complaint to this service. Our investigator didn't think Vanquis had been unreasonable, but Ms C disagreed and asked for a final decision by an ombudsman.

## **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 Ms C, but I'm not upholding this complaint. I'll explain why.

Where the information I've got is incomplete, unclear, or contradictory, as some of it is here, I have to base my decision on the balance of probabilities.

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.

## ***The account closure***

Vanquis have explained that when they set up a repayment plan for Ms C, they told her on a call that as part of that process the account would be closed when the payment plan was completed. They didn't confirm that in writing and I can understand that given the time that's passed Ms C would be unlikely to recall what was said on the call she had with Vanquis over a year ago.

Vanquis didn't have to provide an account for Ms C. Closing the account was a business decision they were entitled to make as long as the closure didn't put Ms C to unnecessary inconvenience, for instance, by giving her no notice of the closure. Vanquis' system notes from April 2023 suggest they were "*...to set up an arrangement on how we can close the account as going forward it isn't affordable...*". I think it is very likely that the business would

have explained that to Ms C at the time. It would be usual, in those circumstances, for agents to read out a script and, on balance, I think it's likely Vanquis would have done that. I don't think Vanquis were obliged to put that in writing to Ms C and I'm not persuaded their decision was, therefore, unreasonable.

### ***Credit file entries***

The Experian credit file shows the account as settled and closed. That seems an accurate reflection of Ms C's account performance. It is the credit reference agencies who report credit scores, it seems unlikely that an account being settled would reduce that score but, even if it did, it wouldn't be fair to suggest Vanquis have made a mistake in reporting what they did.

### ***Not re-opening the account***

It is for Vanquis to decide whether they offer an account to consumers. I don't, therefore, think they have been unreasonable to refuse to allow Ms C to reapply for six months.

Ms C has complained about some new issues since Vanquis issued their final response letter. She says she's been given conflicting information about when an account can be opened. This service can only usually consider complaints after the business has provided their response. Ms C will therefore need to refer that part of her complaint to Vanquis first. If she is dissatisfied with their response to that complaint, she can then refer it to this service.

### **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 Ms C to accept or reject my decision before 16 December 2024.

Phillip McMahon  
**Ombudsman**