

The complaint

Mr V feels that HSBC UK Bank Plc haven't paid him the correct amount of interest on his account.

What happened

Mr V raised a complaint with HSBC because he felt that he hadn't received the correct amount of interest on his HSBC Online Bonus Saver account. Specifically, Mr V felt that he hadn't received the bonus interest payment offered by the account in all instances when he should have, and that HSBC had paid interest to the account at a rate lower than that which they'd advertised.

HSBC responded to Mr V and explained that the bonus interest payment isn't received in any month where a withdrawal from the account has taken place in the previous month, and they confirmed that the interest they had paid to Mr V's account was correct. Mr V wasn't satisfied with HSBC's response, so he referred his complaint to this service.

One of our investigators looked at this complaint. But they didn't feel that HSBC had acted unfairly towards Mr V as he contended and so didn't uphold the complaint. Mr V remained dissatisfied, so the matter was escalated to an ombudsman for a final decision.

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 won't be upholding this complaint. This is because I'm satisfied that HSBC have paid interest to Mr V's account correctly and in accordance with the account terms and conditions.

Mr V has said that he didn't withdraw money from the account. But the account statements show that there were withdrawals from the account in several months. And it was only in the months immediately after a withdrawal was made that the bonus interest rate wasn't received on the account – as would be expected as per the terms and conditions of the account.

Mr V has also said that in 2022, HSBC paid interest at a lower rate than that which they advertised. HSBC don't have a record of historical adverts, and Mr V hasn't been able to provide any evidence of the rate he claims HSBC were advertising himself. However, HSBC have been able to provide a history of the interest rates that were payable on the account, and these are in alignment with the interest rate that Mr V received on the account.

Ultimately, I don't feel that it is likely that HSBC would have advertised interest rates on the account at what would amount to a considerably higher rate than the rate that they were actually paying. And in consideration of this point, and all the above, I feel that HSBC have paid interest on Mr V's account fairly and in accordance with the terms of the account.

All of which means that I won't be upholding this complaint or instructing HSBC to take any further action here. I hope that Mr V will understand, given what I've explained, why I've made the final decision that I have.

My final decision

My final decision is that I do not uphold this complaint.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr V to accept or reject my decision before 15 January 2025.

Paul Cooper
Ombudsman