

## **The complaint**

Mr B complains Nationwide Building Society unfairly closed his credit card account. He wants his account reopened and compensation.

## **What happened**

Mr B applied for a credit card with Nationwide in May 2024. Nationwide at first accepted the application and opened the account, but several days later they reviewed their decision and closed the account.

Prior to Nationwide closing the account they asked Mr B to provide wage slips from his employer in relation to an application he made for loan – he confirmed to our investigator that this complaint is not about Nationwide declining his loan application.

Mr B complained to Nationwide. In their final response letter, they said they closed his account in line with their terms and conditions and all accounts were open to additional checks.

Mr B brought his complaint to our service. Our investigator didn't uphold his complaint. They concluded Nationwide closed his account in line with their terms and conditions, and they didn't need to disclose why to Mr B.

Mr B asked for a final decision by an ombudsman, so his complaint has been given 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.

I've decided not to uphold Mr B's complaint. I appreciate this will be disappointing news to hear, so I'll explain why.

Nationwide initially agreed to provide Mr B with a credit card account – in effect they agreed to allow him to borrow money from them subject to the terms and conditions of the account.

I understand Mr B feels Nationwide ought to keep to their decision to offer him a credit card facility, but credit card accounts are revocable. The reasons why a firm such as Nationwide may legitimately close an account are numerous, but they can relate to a change in their commercial appetite and criteria or be based on the results of any review they may carry out.

Nationwide decided not to continue with Mr B's credit card account following the result of a review they carried out, shortly after Mr B applied for a loan with them and provided copies of his payslips. I appreciate Mr B would have been understandably frustrated that a review occurred only a few days after his account was opened, but Nationwide is correct that it is able to carry out a review any time.

I've carefully considered the basis for Nationwide's review and decision to close the account.

I'm satisfied their decision represented a legitimate exercise of their commercial discretion. I also find based on the nature of their reasons that they do not need to disclose them to Mr B – although I'm aware Mr B feels they must in some way relate to the payslips he provided from his employer.

I appreciate Mr B's lending facility was withdrawn immediately, and certain terms apply when Nationwide took the decision not to offer him a longer notice period. But based on the information I have considered; I'm satisfied they reasonably complied with their terms, and they didn't need to allow him to borrow money from them after their decision to close his account.

### **My final decision**

My final decision is I do not uphold Mr B's complaint.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr B to accept or reject my decision before 6 January 2025.

Liam King  
**Ombudsman**