

## **The complaint**

Mr C complains that HSBC UK Bank Plc (HSBC) took too long to send him loan closure statements.

## **What happened**

Mr C requested loan closure statements on 27 September 2024. He complained to HSBC as he said it had taken them too long to send them and the delay had led him to lose a loan application fee.

HSBC paid Mr C £50 in compensation, but they didn't think they had provided the statement too late and neither did our investigator.

As Mr C disagreed, his complaint has been referred to me, an ombudsman, to make a 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.

I know it will disappoint Mr 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.

I can understand that the statements Mr C required were urgent, but I don't think HSBC were late supplying them. Their agent explained to Mr C that the process could take 6 to 10 *working* days and the evidence suggests it was posted by HSBC on 2 October 2024, three working days after the request was made. It wouldn't be fair to hold HSBC accountable for delays in the postal service and even if that was the case I can see that Mr C did receive a copy after six working days and on 7 October 2024, that was also within the timescales HSBC had advised.

HSBC paid Mr C £50 in compensation for any confusion caused and I think that was reasonable in the circumstances. I'm not asking them to take any further action.

## **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 Mr C to accept or

reject my decision before 14 February 2025.

Phillip McMahon  
**Ombudsman**