

## **The complaint**

Mr T complains The Co-operative Bank Plc sent him a letter about a fixed deposit of his that wasn't clear and that this led to an unnecessarily long call during which he was given incorrect information.

## **What happened**

Mr T had a fixed deposit with The Co-operative Bank that was due to mature.

Mr T says he received a letter from The Co-operative Bank about his maturing deposit that he says wasn't clear. Mr T says he called The Co-operative Bank because of what its letter said and that the call was unnecessarily long and during which he was given incorrect information. Mr T complained.

The Co-operative Bank investigated Mr T's complaint and agreed that the call was longer than necessary and that their agent gave some incorrect information during the call but said that their agent corrected themselves before the call ended. Mr T complained to our service.

Following our involvement, The Co-operative Bank offered £50 in compensation. One of our investigators looked into Mr T's complaint and said that they thought the compensation The Co-operative Bank had offered was fair. Mr T didn't agree and said that £100 would be more appropriate. His complaint was, as a result, referred to an ombudsman for a decision and passed to me.

### **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 read the letter that Mr T received about his fixed deposit that was about to mature and listened to the call he's complained about. There's no dispute that the agent initially gave incorrect information to Mr T and that the call was longer than it needed to be. I accept that this must have been frustrating for Mr T, but I agree with our investigator that the offer The Co-operative Bank has made is fair and reasonable.

I agree with Mr T that agents should give accurate information at all times. But in this case I do think the agent was trying to help – and they quickly corrected themselves. I also don't think it helped that at times Mr T's tone was somewhat hostile.

### **Putting things right**

I agree that the offer The Co-operative Bank has made is fair and reasonable. So, that's the award I'm going to make.

### **My final decision**

The Co-operative Bank Plc has already made an offer to pay £50 to settle this complaint and I think this offer is fair in all the circumstances.

So, my decision is that The Co-operative Bank Plc should pay £50.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr T to accept or reject my decision before 19 February 2025.

Nicolas Atkinson  
**Ombudsman**