

## **The complaint**

Mr B complains J.P. Morgan Europe Limited, trading as Chase, restricted his account for around four days whilst carrying out a review, didn't give him any warning of this, and provided poor customer service.

Mr B says Chase's actions caused him substantive distress and inconvenience for which he should be compensated £500 for.

## **What happened**

The details of this complaint are well known by both parties, so I won't repeat them again here. Instead, I'll focus on giving my reasons for my 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.

Banks in the UK, like Chase, are strictly regulated and must take certain actions in order to meet their legal and regulatory obligations. They are also required to carry out ongoing monitoring of an existing business relationship. That sometimes means Chase needs to restrict, or in some cases go as far as closing, customers' accounts.

Chase has explained and provided evidence as to why it reviewed and restricted Mr B's account – including why it asked him for proof of entitlement to a payment he'd received. Having carefully considered this, I'm satisfied it acted in line with its obligations in doing so. I'm also satisfied the review was completed in reasonable time and Chase didn't cause any undue delay.

Chase is under no obligation to have warned Mr B it was going to restrict his account.

I accept losing access to your account for any period would cause distress and inconvenience. But given I don't think Chase did anything wrong, I see no basis for awarding any compensation for the distress and inconvenience Mr B suffered.

From the evidence Chase and Mr B have provided, which includes call recordings, I don't find that Chase provided poor customer service.

## **My final decision**

For the reasons above, I have decided not to uphold this complaint.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr B to accept or reject my decision before 9 June 2025.

Ketan Nagla  
**Ombudsman**