

## **The complaint**

Mr L is unhappy with how long Frasers Group Financial Services Limited (“Frasers”) took to close his account after he requested it.

## **What happened**

The parties are familiar with the background of this complaint – so I will simply summarise it here.

On 24 January 2024 Mr L emailed Frasers to dispute a transaction and asked to end his credit agreement with them.

On 26 February 2024 Frasers advised Mr L that his request to end the agreement had been passed to the relevant department to action. He was told it could take up to ten working days for the account to be fully closed. Frasers also directed him to raise his complaint with the merchant regarding the goods he had ordered.

After the ten working days had passed and the account remained open, Mr L contacted Frasers again in March 2024. He was told that the previous closure request had not been actioned, but that it had now been passed to the relevant team, and the account had been deactivated.

Frasers confirmed the account was closed on 13 March 2024.

Mr L complained to Frasers about the delays. He was unhappy that the account had not been closed when initially requested and with the time he’d spent chasing the matter. He was also concerned that the account could have remained open without his knowledge – potentially affecting his credit file or leaving it vulnerable to fraudulent use.

Frasers sent their final response in April 2024. They confirmed the account was closed and offered £50 compensation for the inconvenience caused.

Mr L remained dissatisfied and referred his complaint to our service. An investigator reviewed the case and confirmed the account was closed and considered the £50 offered by Frasers to be fair compensation for the delay.

Mr L disagreed with the investigator. He believes he spent considerable time resolving the issue before referring it to our service, and he maintains that his initial request to close the account should have been actioned from 24 January 2024 under his statutory rights.

As Mr L remains unhappy with the outcome, the case has now been referred to me to make 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.

While I might not comment on everything (only what I consider key) this is not meant as a discourtesy to either party – it reflects my role in resolving disputes with minimum formality.

In considering what is fair and reasonable, I need to have regard to the relevant laws and regulations, regulators' rules, guidance and standards, and good industry practice - including The Consumer Duty.

It might be helpful to outline the extent of our powers and the limitations of our role. We are not the regulator, and we do not have the power to fine or punish businesses. That is the role of the Financial Conduct Authority (FCA). Our role is to independently and impartially resolve individual disputes between businesses and their customers, and where appropriate, tell a business to put things right for a consumer if something has gone wrong.

Mr L's complaint had two parts, but this decision is only focussing on the account closure and how Frasers handled it.

Mr L has referred to his statutory rights in relation to closing the account, and I've noted these comments. However, as both parties accept that Frasers didn't act on the account closure request when it initially said it would, I've focussed on when the request could reasonably have been processed, and whether Frasers' action once it became aware of the error, was fair and reasonable.

I appreciate Mr L has said that he asked Frasers to close the account earlier, but based on the available evidence, it appears the first request for closure was made on 24 January 2024.

According to the terms and conditions of the account – specifically clause 10.2 – Frasers required the outstanding balance to be repaid in full before the agreement could be terminated. Frasers confirmed this requirement was met on 22 February 2024, so I consider that to be the earliest point from which they could have reasonably started processing the account closure.

That said, it's clear Mr L was relying on Frasers' communication of 26 February, when he was told the closure request had been passed to the relevant team and could take up to ten working days. Mr L didn't follow up again until 13 March 2024 which suggests he was working within that timeframe and wasn't expecting the account to be closed earlier.

Given this, I think it's reasonable to conclude that Mr L expected the closure to be completed within ten working days of 26 February 2024 – that is, by around 11 March 2024. The account was in fact closed on 13 March, two days later.

I've considered the impact of that delay. Mr L had to follow up with Frasers, and I accept this caused him some inconvenience and concern – particularly as he thought the closure request had already been processed. He also mentioned other potential consequences had he not followed up – such as the risk of the account remaining open and being used fraudulently. While I understand those concerns, I'm looking at what actually happened rather than what might have happened. In this case, the account was closed the day Mr L followed up, and there's no indication it was misused.

Taking everything into consideration, I consider Frasers' offer of £50 for the delay and inconvenience to be fair and reasonable. It recognises that the initial request to close the account wasn't handled properly and that Mr L had to follow up. But at the same time, it also reflects that the actual delay was relatively short, and that Frasers acted promptly once notified of the error.

I appreciate Mr L may be unhappy with the outcome, but as a reminder, my role is to resolve complaints informally. If Mr L doesn't accept this outcome, he is free to reject my decision and choose to pursue this matter in court if he considers this to be the right course of action (taking into account any appropriate legal advice he might wish to seek).

### **My final decision**

Frasers Group Financial Services Limited has already made an offer to pay £50 to settle the complaint and I think this offer is fair in all the circumstances.

So, my decision is that Frasers Group Financial Services Limited should pay Mr L £50 if it hasn't done so already.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr L to accept or reject my decision before 8 August 2025.

Farhana Akhtar  
**Ombudsman**