

## **The complaint**

Mr G complains that misleading information from Barclays Bank UK PLC trading as Barclaycard, led to inconvenience and stress relating to the payment of his monthly Barclaycard bill.

## **What happened**

Mr G's monthly Barclaycard bill was historically paid from his wife's account. Mrs G changed her current account provider, using the Current Account Switch Service. The switch completed however Mr G was told by Barclaycard the new direct debit details wouldn't be active in time to pay his Barclaycard bill due that month. Mr G made alternative arrangements to pay. But the direct debit was claimed from Mrs G's old account and forwarded to her new provider where it was paid from her account. Mr G complained about the confusing information and the fact he'd had to transfer money from another account to pay the bill, losing him interest.

Barclaycard didn't uphold Mr G's complaint. It said it'd told Mr G that the new direct debit instruction wouldn't be in place in time to pay his bill on 17 September 2024 and had given advice on what action he should take. It said its processes had been followed and no error had been made. So, it refused Mr G's request for £100 compensation. Unhappy with this response, Mr G brought his complaint to this service where one of our investigators considered it.

Our investigator didn't think Barclaycard had made any errors and so didn't uphold the complaint. In summary, they said Barclaycard had stayed within its process and so hadn't made a mistake. Mr G disagreed particularly pointing out the letter of 12 September 2024 which said the direct debit wouldn't be in force in time for the payment due on 17 September 2024 and so alternative arrangements should be made for payment. He sees this as misleading. Our investigator considered Mr G's further points, but their view remained the same. Mr G asked for his complaint to be passed to an ombudsman, so it's been passed 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 appreciate the depth of feeling Mr G has over this problem, and I realise this will come as a disappointment, but I don't intend to uphold his complaint.

I'd like to make clear that I can only consider what Barclaycard knew and how it dealt with the correspondence it received. I appreciate Mr G feels there was a potential failing in the actioning of the switch instruction given by his wife, but that's beyond the remit of this complaint.

Before Mrs G moved her current account, the direct debit to pay Mr G's Barclaycard bill had been in force and working correctly. When Mrs G switched her current account, Barclaycard

was notified of a new account from which payments needed to be claimed. Barclaycard changed the direct debit payment details and notified Mr G of its actions by SMS (text), email and letter. Barclaycard said in those communications that the new direct debit details wouldn't be in force for the next payment. And so Mr G would have to make alternative arrangements for payment. It didn't say the old direct debit was cancelled. Mr G thinks that was misleading.

I've come to a different conclusion. From Barclaycard's perspective, all it knew is that it needed to claim from a new account in the future, details of that account having been given to it. But it didn't know what had happened to the previous account – nor should it have to have known. So, I think when Barclaycard told Mr G he'd need to make alternative payment arrangements, it was correctly pointing out the new direct debit details wouldn't be in force in time.

Mr G's point is that the old direct debit still went through to Mrs G's old account and was forwarded to her new bankers where it was paid – as I'd have expected it to have been. Mr G sees this as proof that the system hadn't worked. But instead, I see it as the system doing what it should. Under the Current Account Switch Service, items presented for payment after account closure are forwarded to the new bank for payment so as to reduce any potential inconvenience. Barclaycard claimed the direct debit from the old account details it had on file. Mrs G's previous bank forwarded the payment to her new bank where because funds were available, the direct debit was paid. But, as Mr G had already made the payment manually, Barclaycard refunded the direct debit payment. I believe the confusion here lies with a lack of clarity over how the switch works and how items presented for payment on an old account after it's closed are dealt with. But that wasn't for Barclaycard to explain.

In summary, I think Barclaycard correctly updated Mr G and I don't find its communications to be misleading. So it follows that I don't think Barclaycard has treated Mr G unfairly or unreasonably.

### **My final decision**

My final decision is that I do not uphold this complaint.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr G to accept or reject my decision before 14 April 2025.

Stephen Farmer  
**Ombudsman**