

The complaint

Mr T complains that Hampshire Trust Bank Plc (HTB) wouldn't provide him with a tax certificate when he requested it.

What happened

In October 2024 Mr T called HTB to close his savings account and to request a tax certificate. This was duly carried out by HTB. It sent a statement of deduction of tax. This set out the amount of interest earned in the then current tax year, and that no tax had been deducted.

Mr T called to complain that he required a tax certificate for HMRC purposes. HTB advised that it did not issue such certificates and that the statement sent to him was in its view sufficient for tax purposes. He complained that he had been misadvised and although HTB apologised it didn't offer any compensation.

On referral to the Financial Ombudsman Service our Investigator felt that Mr T was misadvised in his original phone call but noted that HTB had apologised and had issued a statement which was sufficient for tax purposes.

Mr T didn't accept this and said that he had not received a document setting out the tax deducted.

The matter has been passed to me for an Ombudsman's consideration.

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.

When Mr T called to close his account in October 2024, he requested a tax certificate, which the adviser agreed would be sent to him. On the same day HTB sent Mr T a letter with a document entitled "Statement of Deduction of Tax". This set out, for the tax year ending in 2025, the amount of interest credited to the account and that no tax had been deducted.

In a subsequent call with HTB it confirmed to Mr T that it didn't issue tax certificates but that the document provided was in its view sufficient for tax purposes.

I've seen two documents provided by HTB to Mr T, firstly an annual statement sent in August 2024. This set out the interest earned on the account from the date it opened, which was 2 August 2023, until 31 July 2024. The second document, sent in October 2024, as I've set out above, was the statement of deduction of tax, and the interest earned. The interest was the same as the annual statement. I bear in mind that the interest earned on the account was minimal.

So I'm not clear why Mr T says that he received an Annual Interest Statement and not an Annual Tax Statement/Certificate of Interest. If he didn't receive the latter document then I can only suggest that he asks HTB for a further copy. Although from listening to the call he

made I think he did receive that document.

I can't require HTB to send a certificate of interest as it doesn't produce them. I haven't seen any evidence that the tax statement is insufficient for Mr T's tax purposes. He was misadvised that he would receive a tax *certificate* but I don't think in the circumstances that HTB needs to pay any compensation or take any further action.

My final decision

I don't uphold the complaint.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr T to accept or reject my decision before 16 April 2025.

Ray Lawley
Ombudsman