

The complaint

Miss C complains that Lloyds Bank PLC closed her bank accounts.

What happened

Miss C had bank accounts with Lloyds that opened in 2022. In September 2024, Lloyds wrote to Miss C to say it had reviewed her account and decided it would close her account 65 days later. Lloyds then closed the account in November. Unhappy with this, Miss C complained to Lloyds and then referred the complaint to us.

Our investigator looked at this and thought that what Lloyds had done was fair. Miss C has asked for an ombudsman to review this outcome – and the complaint has been referred 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.

The terms and conditions that apply to Miss C's account state that Lloyds can close an account for any reason if it gives at least 2 months' notice. In some cases, it can do so immediately. Here, Lloyds gave Miss C 65 days' notice that it would close the account.

Miss C wants to know the reason Lloyds did this. I can certainly understand why Miss C feels strongly about this. But while I recognise that this will be disappointing to Miss C, where Lloyds closes accounts in these circumstances, it doesn't need to give reasons – and nor would it be appropriate for me to share Lloyds's reasons with Miss C.

That said, our rules allow us to receive information in confidence. Lloyds has sent us information about why it closed Miss C's account. I'm satisfied this information is sensitive and cannot be shared with Miss C. However, based on what I've seen, I'm satisfied that Lloyds was acting in line with the terms and conditions when it closed Miss C's account and that this was fair.

I've considered Miss C's further comments. She feels that closing the account in this way suggests she's done something wrong. And she also wants to know the reasons for the closure so her other accounts don't get closed for the same reason in future. But this doesn't change my conclusion. I've already explained that Lloyds doesn't need to share further reasons with Miss C – just as Miss C wouldn't have needed to give Lloyds a reason if she'd wanted to close the account. Ultimately, Lloyds has decided it doesn't want to offer Miss C accounts, and this is a decision it is entitled to make as a matter of its own commercial discretion. Finally, I note that Miss C had another account with another provider and was able to open a new account with another bank – which has limited the impact Lloyds's actions had on her.

My final decision

I don't uphold the complaint.

Under the rules of the Financial Ombudsman Service, I'm required to ask Miss C to accept or reject my decision before 18 April 2025.

Rebecca Hardman
Ombudsman