

The complaint

Mr T has complained that Barclays Bank UK PLC, trading as Barclaycard, has unfairly reduced his credit limit from £8,000 to £100.

What happened

Mr T has an account with Barclaycard.

In December 2024, his credit limit was significantly reduced, which Barclaycard has explained was because of information it had received from credit reference agencies ('CRAs'). And although Mr T told Barclaycard the information was incorrect, it wouldn't reinstate the limit, as the data remained on his credit file. It's explained he can apply to increase the limit again in the future.

Our investigator thought Barclaycard had behaved reasonably, but Mr T disagreed. He feels it didn't take into account the full picture, including that he'd recently deposited a large sum in another account with it, and had a long-standing relationship with it.

The complaint's now been passed 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.

Although I fully understand Mr T's frustration, I don't think Barclaycard behaved unfairly. Irrespective of the broader picture, I don't think it was inherently unreasonable of it to act on information it received from the CRAs, in good faith.

And while I appreciate Mr T's explanation that this information was erroneous, I don't think it was unfair for Barclaycard to take it into account, while it actively remained on his credit file.

My final decision

For the reasons given above, it's my final decision not to uphold this complaint.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr T to accept or reject my decision before 5 May 2025.

Elspeth Wood
Ombudsman