

## **The complaint**

Mr E complains NewDay Ltd trading as Pulse incorrectly applied interest to his account, as well as providing poor customer service.

## **What happened**

Mr E holds a credit card account with Pulse. In November 2024, Mr E was concerned interest had been incorrectly applied to the account, so called Pulse to discuss this. Mr E says the call handler laughed during the call and didn't take his concerns seriously.

Mr E therefore raised a complaint. He raised concerns that interest has been applied despite his account being on a promotional rate alongside the amount of time he had to wait to speak to an advisor when calling for help.

Pulse said interest had been correctly charged in line with the terms and conditions of the account. It said that any payments were credited to balances that charged the highest rate of interest first. Pulse apologised if Mr E had waited longer than expected to speak to a representative, however said at times it can receive increased volumes of calls. Pulse said it thought its representative had remained professional and polite throughout the call.

While Pulse didn't agree it had made an error, as a gesture it waived the interest applied to Mr E's account for November and December 2024.

Mr E remained unhappy and referred his complaint to our service. One of our Investigators looked into what happened. She said from the information available the interest had been correctly applied to Mr E's account. In relation to the customer service concerns, our Investigator agreed the advisor laughed during the call. However, she felt Pulse's refund of two months interest was a reasonable resolution to the complaint, so didn't think it needed do anything further.

Mr E disagreed. He said he was still being charged interest on the account, although he'd paid off the balances. Our Investigator said that although Mr E was making a monthly payment, certain balances would accrue interest from the date the statement was issued to the date of payment, so she didn't agree Pulse has incorrectly charged interest.

As agreement couldn't be reached, the complaint has 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.

### *Interest rates*

I've started by reviewing Mr E's concerns about the amount of interest he's been charged. I think it's important to explain, it isn't my role to audit Mr E's account, rather in this decision I

need to decide whether Pulse has acted fairly, considering the terms and conditions of the account, in applying interest to Mr E's credit card account.

Mr E says he's been incorrectly charged interest although the balance of his credit card was on a promotional rate of 0% interest.

Reviewing Mr E's monthly statements, I can see that each month while a proportion of his outstanding balance was on promotional rates, meaning no interest was applied, there was also a balance accruing interest. While Mr E made payment towards his balance each month, interest would accrue between the date of a statement being generated and the payment being received. This interest was then applied to the account when the next statement was generated.

Therefore, on review, it appears correct that Mr E was charged interest on part of his outstanding balance, and the amount he was charged looks correct when considering the balance accruing interest and the rate of interest that Pulse was charging.

So, on this basis, I don't think Pulse has made an error in the interest it's charged Mr E. Rather this appears to have been applied in line with the terms and conditions of the credit card account.

### *Customer Service*

Mr E also raised concerns about the service received when calling Pulse to query his interest charges.

Pulse has acknowledged that Mr E had to wait longer than it would have liked to speak to a call handler. Added to this it does appear the call handler laughed during the call, which I appreciate isn't what Mr E would have expected. While not ideal, I don't think the laugh was directed at Mr E and the rest of the call was well handled, but I can understand why this may have fallen below the standards Mr E expected.

Pulse has refunded Mr E two months interest following his complaint, and considering things in the whole, I do think this is a reasonable resolution to Mr E's complaint. I say this as while I do think interest has been correctly charges for the reasons explained above, parts of the call could have been handled better.

### *Conclusion*

In conclusion, I don't think Pulse needs to do anything further to resolve this complaint. From the information available, I find the interest has correctly been charged to Mr E's account, and while the service Mr E received could have been better, I think Pulse's reimbursement of two months interest is fair resolution to the complaint.

### **My final decision**

For the reasons set out above, I don't uphold this complaint.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr E to accept or reject my decision before 20 June 2025.

Christopher Convery  
**Ombudsman**