

The complaint

Mr F complains that Lloyds Bank PLC ('Lloyds') failed to update his address details and haven't sufficiently compensated him for the impact of that mistake.

What happened

In January 2024 Mr F told Lloyds that he'd changed address. In July of that year his credit card was damaged, and he requested a new one. He didn't receive it and Lloyds subsequently admitted they had sent several cards to Mr F's old address. Mr F has discovered that the letters sent to that old address were all opened.

Lloyds offered Mr F £250 to compensate him for the distress and inconvenience caused but Mr F thought that was insufficient. He referred his complaint to this service but when our investigator thought Lloyds had done enough to remedy matters Mr F asked for a final decision by an ombudsman.

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 know it will disappoint Mr F, but I think Lloyds have provided sufficient compensation for the distress and inconvenience experienced.

Mr F has explained that between May and November 2024 he wasn't able to use the card because the replacement had been sent to his old address. He's also explained that the replacement credit card letters had been opened at his old address and he was understandably concerned that the cards may have been used.

I think Mr F could have expected Lloyds to have amended the address on all of his accounts and the data breach has clearly caused some distress. But Lloyds responded to his complaint quite quickly and I've not seen evidence that the replacement cards were used or that Mr F didn't have other money through which he could pay for goods. He says his wife received more than £250 in compensation but I'm only considering the merits of Mr F's complaint here. Having done so, I think the £250 Lloyds have offered to pay Mr F is fair in the circumstances. I'm not asking them to do any more.

My final decision

For the reasons I've given above, I don't uphold this complaint.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr F to accept or reject my decision before 28 May 2025.

Phillip McMahon
Ombudsman