

## The complaint

Mr C complains that HSBC UK Bank Plc charged a Late Payment Fee on his credit card.

## What happened

Mr C holds a Premier World Elite Credit Card with HSBC.

In August 2024 Mr C used the card to make a number of transactions totalling £4255.28. All of the transactions were subsequently reversed save for one charge of £0.10.

When Mr C received his credit card statement, he could see credits totalling £4255.18 and a balance of £0.10. Mr C didn't make the stated minimum payment and was subsequently charged a Late Payment Fee of £12.

Mr C complained to HSBC.

HSBC didn't uphold the complaint. In its final response it said that the fee had been correctly charged because Mr C hadn't made the minimum payment by the due date. HSBC said that whilst there were a number of credit refunds reflecting on the account, these weren't considered to be repayments.

Mr C remained unhappy and brought his complaint to this service.

Our investigator didn't uphold the complaint. He said the Late Payment Fee had been correctly charged in line with the terms and conditions.

Mr C didn't agree so I've been asked to review the complaint.

## 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 C, but I agree with the investigators opinion. I'll explain why.

I've reviewed the credit card agreement. This states that:

*"If you are late paying your monthly minimum payment, you'll be charged a late fee of £12."*

It also states that:

*"If you receive a refund to your account, it won't count towards the minimum monthly payment."*

Mr C agreed to these terms and conditions when he took out the card.

I reviewed Mr C's monthly statement for the relevant period. The account summary shows that the transaction balance is £4,255.28 and the minimum payment of £106.38 is due by 6

September 2024.

It's not in dispute that Mr C didn't make the minimum payment of £106.38 by the due date.

Based on the information I've reviewed I'm satisfied that the late payment fee has been correctly charged in line with the terms and conditions. I'm unable to say that HSBC has made an error or treated Mr C unfairly.

I appreciate that Mr C feels that the fee is disproportionate. However, the fee of £12 is the correct fee and has been charged in line with the terms and conditions of the account.

HSBC has an obligation to report accurate information to the credit reference agencies. In this case the late payment has been correctly reported, because it accurately represents the state of the account at the time.

### **My final decision**

My final decision is that I'm unable to uphold the complaint.

Under the rules of the Financial Ombudsman Service, I'm required to ask X to accept or reject my decision before 29 July 2025.

Emma Davy  
**Ombudsman**