

The complaint

Mr M complains that Capital One (Europe) plc incorrectly consolidated his credit cards and closed an account he'd wanted to retain.

What happened

Mr M held two credit card accounts with Capital One. Account ending 5410 was opened in September 2017 and account ending 6743 was opened in September 2024.

On 16 January 2025 Mr M sent a secure message requesting to consolidate the cards to account ending 5410 so that he would have one card with a higher credit limit.

On 22 January 2025 Capital One consolidated the two accounts and sent an email to Mr M confirming that account ending 5410 had been closed.

Mr M complained to Capital One. He was unhappy that account ending 5410 had been closed and asked for it to be reinstated and for his credit file not to show that the card had been cancelled.

In its final response, Capital One said the message received from Mr M wasn't clear as to which account he wanted to keep open, but it acknowledged that the agent should've asked Mr M to confirm this. Capital One said it couldn't reopen account ending 5410. It offered compensation for the inconvenience caused.

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

Our investigator didn't uphold the complaint. He said that although Capital One had made an error by consolidating the accounts incorrectly, it was unable to reverse the consolidation and had offered reasonable compensation for the error.

Mr M didn't agree. He said his longstanding account of 7 years had been removed from his credit report and that the compensation didn't make up for the impact that a well-maintained credit account being closed had on his credit file.

Because Mr M didn't agree 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 M, but I agree with the investigators opinion. I'll explain why.

Capital One has acknowledged that it made an error when it consolidated the accounts and closed account ending 5410. It has offered compensation for the error but has explained that it is unable to reinstate or reopen the account.

This service asked Capital One why it was unable to reopen the account. It explained that

once a consolidation has been completed and the account has been closed, there isn't a process which allows it to reverse the consolidation.

I appreciate that Mr M feels strongly about what's happened and I understand his concern that his credit score might be impacted. I've reviewed the information provided by Mr M in relation to his credit score and this shows that his credit score is increasing, so I'm not persuaded that the consolidation and closure of the account ending 5410 has had a negative impact.

I've considered whether there are any other disadvantages to Mr M following the closure of the account. In particular, I've thought about other providers of credit being able to see that Mr M has maintained a credit account well for a number of years. Although account 5410 has been closed, Mr M's credit file will still show the payment history of the account and this will be visible to lenders.

Mr M has said that any future searches of his credit file will show that his Capital One account was opened in 2024 (rather than 2017). He's concerned that this might impact on lending decisions.

I haven't seen any evidence that a credit application made by Mr M has been impacted by the consolidation and closure of account ending 5410. Without evidence that a credit application has been declined as a direct result of the closure of the account, I'm unable to assess any financial loss to Mr M.

I understand that this has been a frustrating experience for Mr M. I've looked at what Capital One has done to resolve the complaint. This service can't require Capital One to reopen the account or reverse the consolidation. Capital One has explained that there's no process which allows it to do this. This service can't require a business to change its processes or implement a new process.

Capital One has offered compensation to put things right here and I'm satisfied that the compensation offered is fair and reasonable. I've read what Mr M has said about compensatory awards on other cases which have been investigated by this service. Every case referred to this service is considered on its own facts and circumstances, and I'm unable to take other cases into account when deciding what's a fair outcome in Mr M's complaint.

My final decision

My final decision is that I don't uphold the complaint.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr M to accept or reject my decision before 10 July 2025.

Emma Davy
Ombudsman