

The complaint

Miss J complains that Clydesdale Bank Plc trading as Virgin Money failed to send her an income and expenditure form so she could set up a payment arrangement. She's unhappy that Virgin Money won't accept her offer to pay £10 per month.

What happened

Miss J holds a credit card with Virgin Money.

The account has a balance of around £200 that Miss J wants to pay off. She contacted Virgin Money to set up a payment arrangement for £10 per month and they asked her to complete an income and expenditure form. Virgin Money said it would send a paper copy of the form to Miss J.

Miss J kept receiving emails from Virgin Money asking her to make a payment of £25. She says she couldn't afford this.

Miss J eventually received the income and expenditure form and completed it. She then received a call from Virgin Money who said that based on the information she'd entered on the form she could afford the minimum payment of £25 per month. Miss J said she couldn't afford this and was advised that someone would call her back to go through the figures. She hasn't heard anything since.

Miss J complained to Virgin Money.

Virgin Money didn't uphold the complaint. It offered Miss J compensation of £50 for any inconvenience caused.

Miss J remained unhappy and brought her complaint to this service.

Our investigator didn't uphold the complaint. He said that although Virgin Money had provided poor service, he thought the £50 compensation was fair.

Miss J 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 Miss J, but I agree with the investigators opinion. I'll explain why.

I've reviewed the system notes provided by Virgin Money. I can see that in October 2024 Miss J was referred to the Specialist Support Team. An entry in the notes dated 22 October 2024 shows that Virgin Money required an income and expenditure form before it could consider Miss J's offer to pay £10 per month. I can't see from the notes that an income and expenditure form was sent to Miss J.

Because Virgin Money didn't send an income and expenditure form to Miss J, she wasn't able to progress any further with a payment arrangement. The delays meant that Miss J incurred a £12 late payment fee. She was also caused inconvenience as she had to contact Virgin Money again to chase up the income and expenditure form.

I can see that when the income and expenditure form was finally sent to Miss J she completed and return it, and it showed a surplus. Virgin Money looked at the information on the form and determined that Miss J could afford the minimum payment of £25.

Miss J said she couldn't afford this and says she was promised a call back to go through the form. The system notes show that Virgin Money asked Miss J to complete another income and expenditure form and call them a few days later to discuss it. However, based on the system notes it appears that Miss J didn't call back for a few weeks, by which time the income and expenditure form had expired. This meant that a new form was required.

I can see from the system notes that Virgin Money has made several attempts to call Miss J back to discuss the form, but she hasn't been available. Virgin Money has said that if Miss J lets them know when it's convenient to call her, they will arrange this.

Having reviewed everything, I think that Virgin Money could've provided better service to Miss J. There were delays in sending the income and expenditure form and issues around contacting Miss J at a convenient time. That said, some of the delay has also been caused by Miss J because she waited a few weeks before calling Virgin Money to discuss the information on her income and expenditure form. Virgin Money has paid compensation and refunded the late payment fee of £12 which I think is fair.

Taking everything into consideration, I think the compensation already paid to Miss J is fair and reasonable. I won't be asking Virgin Money to do anything further.

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 Miss J to accept or reject my decision before 24 June 2025.

Emma Davy
Ombudsman